

NOTICE

U.S. DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION

N 1100.332

National Policy

Effective Date:
04/05/12

Cancellation Date:
04/05/13

Air Traffic Organization

SUBJ:

- 1. Purpose of this Notice.** This notice describes the senior levels of the Air Traffic Organization (ATO) and their missions, responsibilities, supplemental relationships, and lines of succession.
- 2. Audience.** This notice applies in general to the Federal Aviation Administration (FAA), and specifically to all ATO employees.
- 3. Where Can I Find This Notice? You can find this notice on the My FAA website:**
https://employees.faa.gov/tools_resources/orders_notices/ or the FAA website:
http://faa.gov/document_library/media/directives/nd/N1100.332
- 4. Explanation of Policy Change.** This notice provides a revised organizational structure that flattens the ATO and optimizes the performance-based business model. These changes enhance the ATO's strategic capacity for delivering safe and efficient air traffic management services and increase the focus on operations. Because of the Foundation for Success initiative, these changes position the FAA strategically for success as we transition to the Next Generation Air Transportation System (NextGen). Changes occurred in the Chief Operating Officer's (COO's) office, Finance, NextGen and Operations Planning, Operations, Strategy and Performance, Office of Safety, and Office of Acquisition and Business. Finance, NextGen, and Acquisition and Business realigned to other parts of the agency for efficiency reasons.

In the COO's office, we created positions for the Deputy COO and the Chief of Staff, to provide line and staff support to the COO for daily ATO operations. We eliminated senior vice president positions in the ATO and aligned organizational elements into *service units*, headed by *vice presidents and deputy vice presidents* who report directly to the Deputy COO. The eight service units are: Terminal Services, En Route and Oceanic Services, Mission Support Services, System Operations Services, Safety and Technical Training, Technical Operations Services, Management Services (formerly Strategy and Performance), and the newly-created Program Management Office (PMO). We created the PMO to provide centralized support for National Airspace System (NAS) programs and collaboration on new NextGen programs and technologies.



Michael P. Huerta
Acting Administrator

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Chapter 1. Chief Operating Officer (COO) for the Air Traffic Organization

1. Mission. The mission of the COO for the ATO is to provide leadership, direction, and strategic vision to deliver the safest, most efficient air traffic management services in the world.

2. Delegated Authority.

a. Executes the mission of the FAA and ATO. As chair of the ATO Officer's Group (OG), ensures safety and efficiency of the NAS. Establishes ATO goals, long-term strategies, budgets, and priorities. Allocates resources to improve service value and achieve performance targets.

b. Directs the ATO as a performance-based organization to deliver to stakeholders and customers, aviation community-focused air traffic management services measured against standards and performance targets.

c. Ensures the accuracy of ATO documents, policies, standards, and procedures. Implements technologies that meet mission requirements, and increases the efficiency and capacity in the NAS. Provides sustainable and affordable air traffic management services. Ensures environmental stewardship is consistent throughout the ATO.

d. Ensures the continuity of air traffic management services while supporting national defense and homeland security activities and goals.

e. Represents the FAA with system users, national and international government agencies, global air navigation service providers, industry partners, and other interested stakeholders. Joins with them to provide air traffic management services and to develop and advance air transportation capabilities.

f. Represents the ATO on strategy and performance plans supporting the FAA, the Department of Transportation (DOT), the U.S. Congress, the Office of Management and Budget (OMB), other key stakeholders, and the media.

g. Responsible for ATO union negotiation strategies in collaboration with the Office of Human Resource Management Labor and Employee Relations.

3. Service on Executive Boards and Committees. Strategy, Budget, and Planning (SB&P); ATO Officer's Group, Chair.

4. Line of Succession.

Deputy COO, VP Terminal, VP En Route, VP System Operations, VP Technical Operations, VP Mission Support, VP Safety, VP Management Services, VP Program Management

5. Deputy COO.

a. Mission. The mission of the Deputy COO for the ATO is to support the Administrator and COO in providing the safest and most efficient air traffic management services in the world.

b. Delegated Authority.

(1) Subject to policies, standards, and instructions issued by the COO, the Deputy COO is authorized to represent the COO and exercise the COO's full authority. All authority delegated by the COO to any element of the ATO is also delegated to the Deputy COO, unless otherwise specifically provided.

(2) The Deputy COO acts for and exercises all of the powers of the COO during the COO's absence or disability.

c. Service on Executive Boards and Committees. Joint Resources Council; NextGen Management Board

6. Chief of Staff

a. Mission. The mission of the Chief of Staff is to provide management guidance, oversight, and coordination of activities dealing with aviation policy and resource management programs.

b. Delegated Authority.

(1) Governs the flow of information to and from the COO on important matters concerning ATO operations and technical programs.

(2) Advises and helps senior ATO officials on the COO's policy and is a liaison between the COO and other agency elements.

(3) Conducts special assignments for the COO. Serves as the ATO-level representative for special FAA projects or assignments.

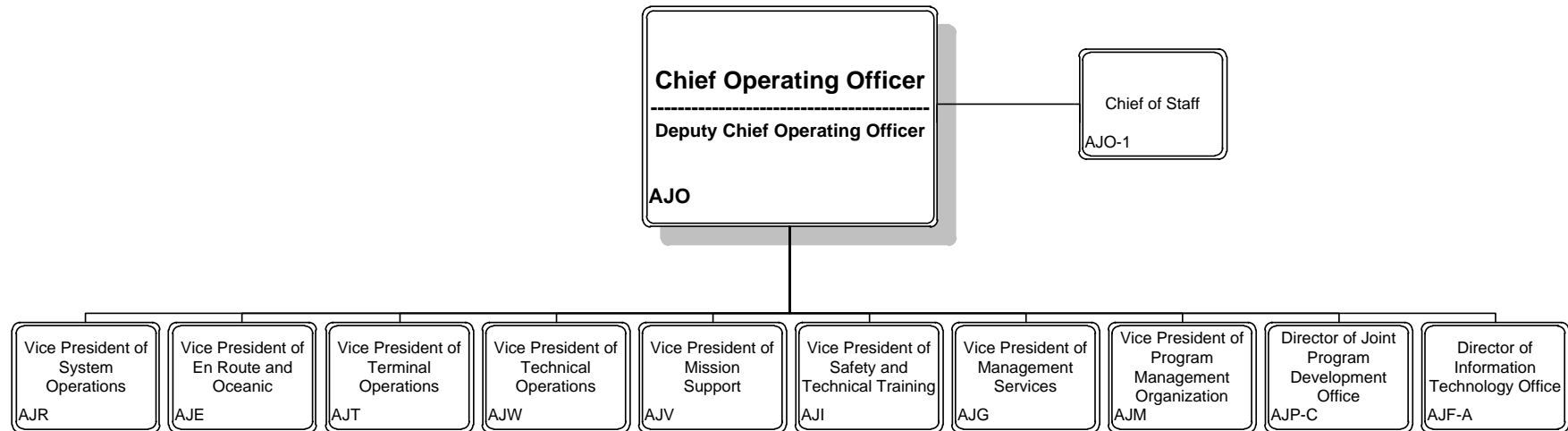
(4) Develops policy and communication strategies for the ATO. Provides integrated messaging, tools and products for both internal and external use. Ensures strong outreach to communities, legislators, and other interested parties. Develops and prepares material presented by or to the COO.

c. Service on Executive Boards and Committees: Information Technology Shared Services Committee.

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7. ATO Organization Chart.



Chapter 2. Terminal Services

1. Mission. The mission of the Vice President of Terminal Services is to provide safe and efficient air traffic management to ATO customers operating in the NAS.

2. Delegated Authority.

a. Executes the mission of Terminal Services. Establishes organization goals, budgets and priorities, and allocates and manages resources to meet ATO performance targets.

b. Provides safe operations; occupational, programmatic, airspace management, and other service unit activities, with risks managed and/or mitigated. Provides the continuity of air traffic management services.

c. Provides validated operations and program requirements such as airspace procedures, facilities, and equipment availability.

d. Provides and maintains policies and standards for safe and efficient Terminal operations.

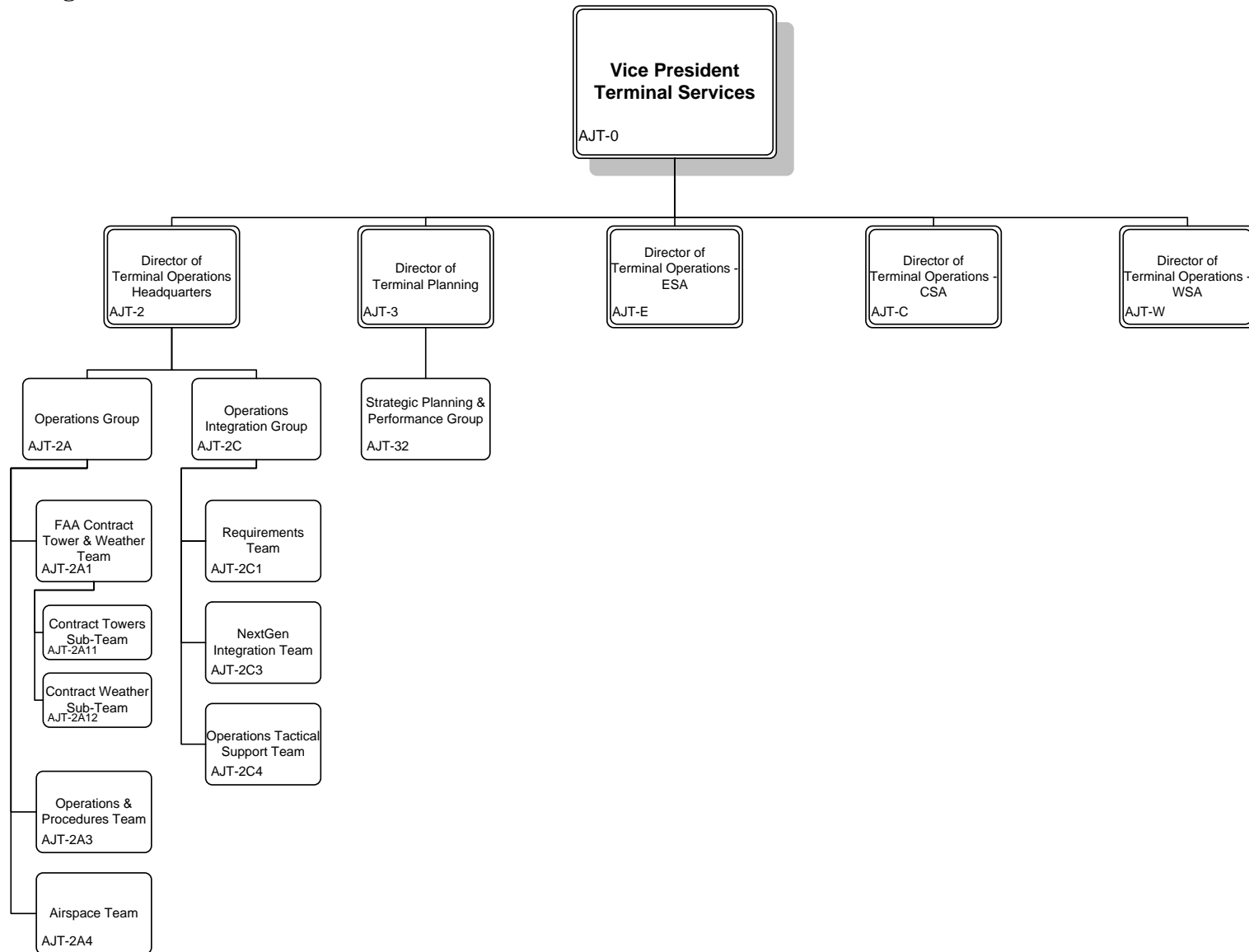
e. Manages and mitigates Terminal facility security risks to ensure the continuity of air traffic management services. Plans corrective actions to mitigate risk to an acceptable level.

f. Collaborates across service units to ensure successful operational support through the service center. Aligns mission support activities with other service units.

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3. ATO Organization Chart.



Chapter 3. En Route and Oceanic Services

1. Mission. The mission of the Vice President for En Route and Oceanic Services is to provide safe and efficient air traffic services to ATO customers operating in the NAS and in international airspace assigned to United States control.

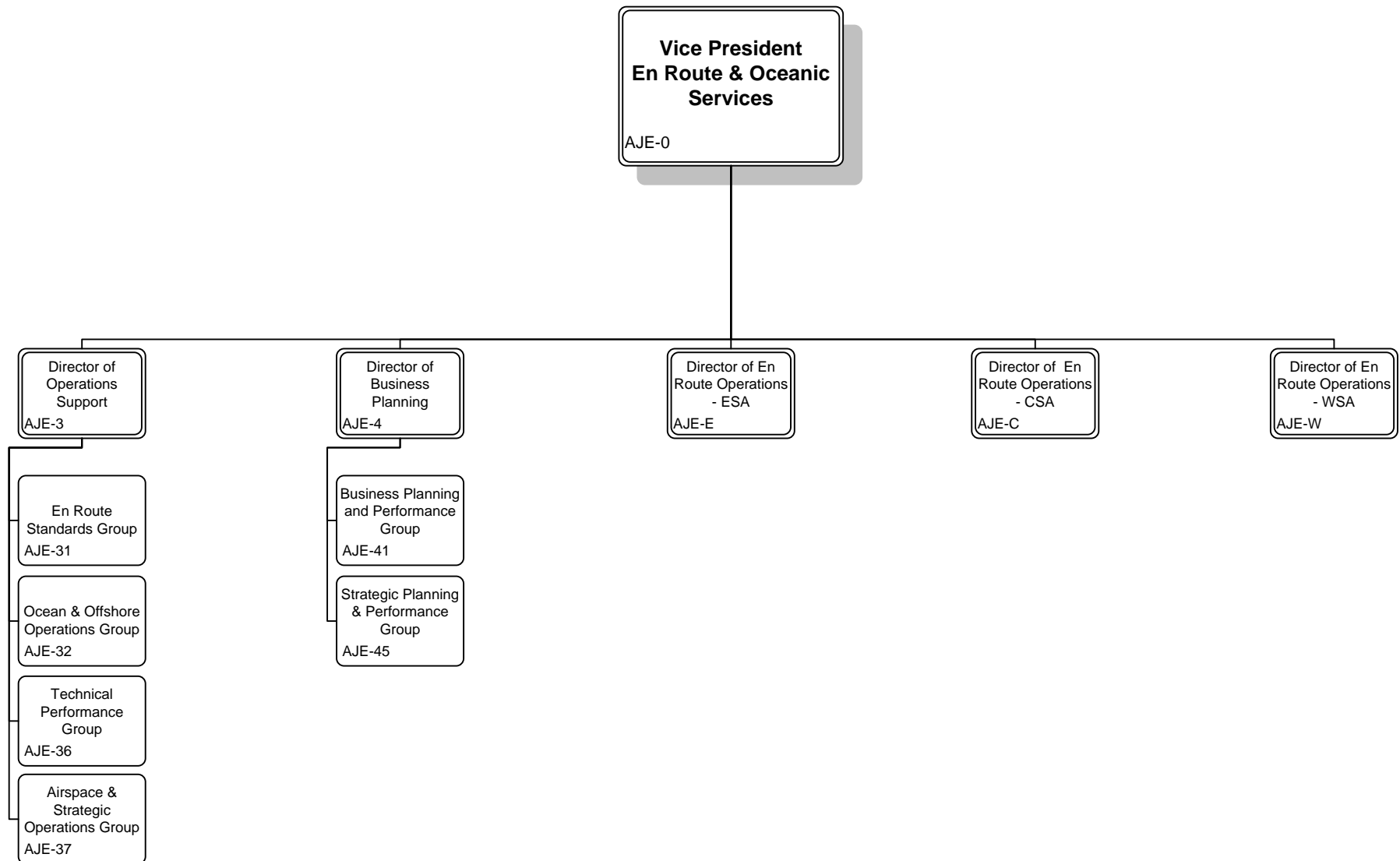
2. Delegated Authority.

a. Executes the mission of En Route and Oceanic Services. Establishes organization goals, strategies, budgets and priorities, and allocates and manages resources to meet ATO performance targets.

b. Oversees and accounts for the safety, efficiency, and performance of en route and oceanic air traffic management system operations, including mission support and infrastructure. Promotes environmental stewardship within the provision of service.

c. Ensures safety and efficiency of operations while providing continuity of en route and oceanic air traffic management services.

d. Ensures operations, occupational, airspace management, and other service unit activities are safe, with risks managed and/or mitigated.

3. ATO Organization Chart.

Chapter 4. Mission Support Services

1. Mission. The mission of the Vice President of Mission Support Services is to provide shared services that standardize processes, efficiency, and effectiveness in En Route and Oceanic, Technical Operations, Terminal, and System Operations.

2. Delegated Authority.

a. Executes the mission of Mission Support Services. Establishes organization goals, budgets and priorities, and allocates and manages resources to meet ATO performance targets.

b. Leads, defines, establishes, and carries out the administration of shared technical and program services across the service areas and in FAA headquarters.

c. Integrates technical programs in the operations environment. Provides connectivity between headquarters programs and those carried out in the service centers.

d. Develops strategies and collaborates with organizations throughout the FAA to promote process efficiencies.

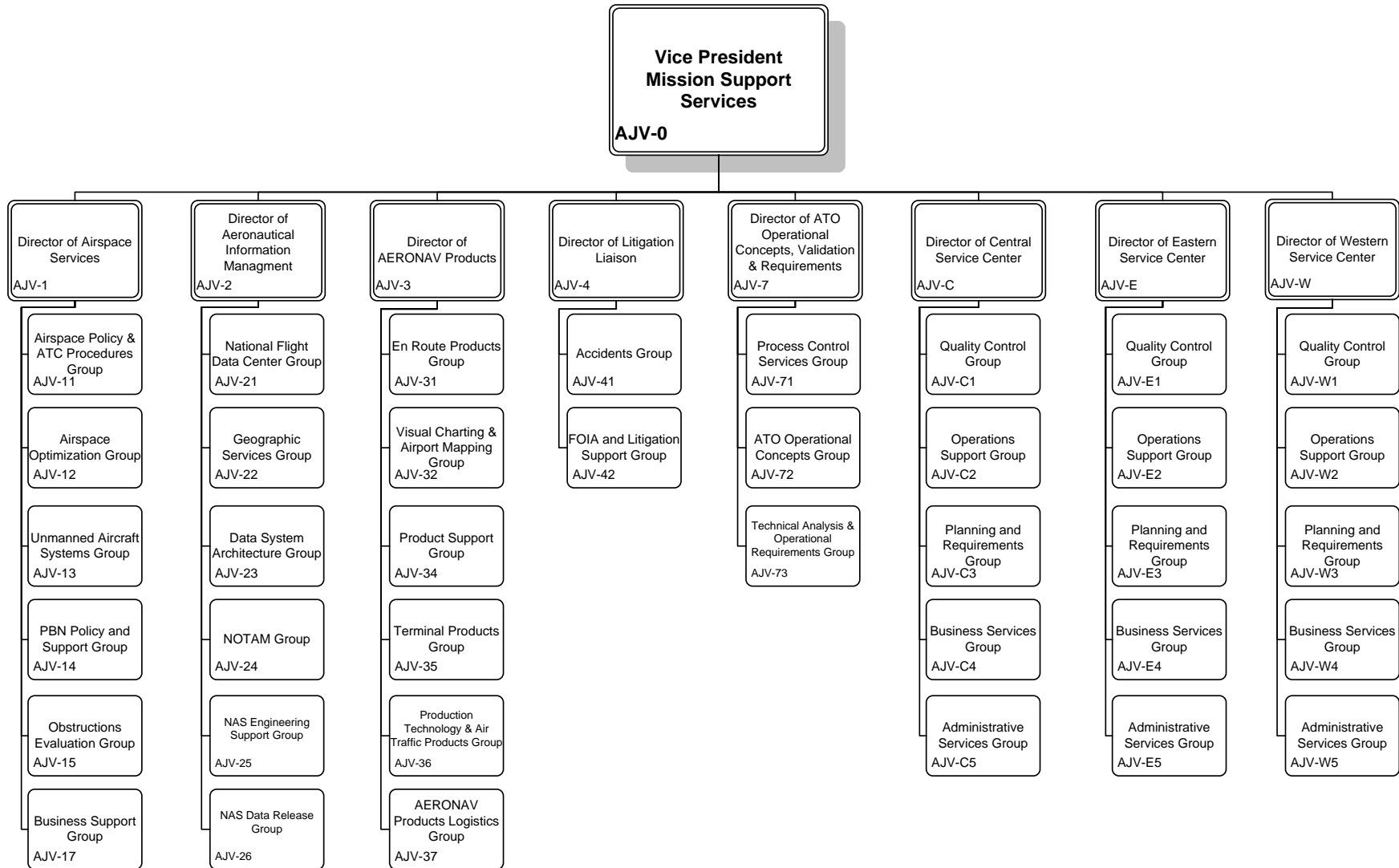
e. Oversees the operations of the Western, Central, and Eastern service centers.

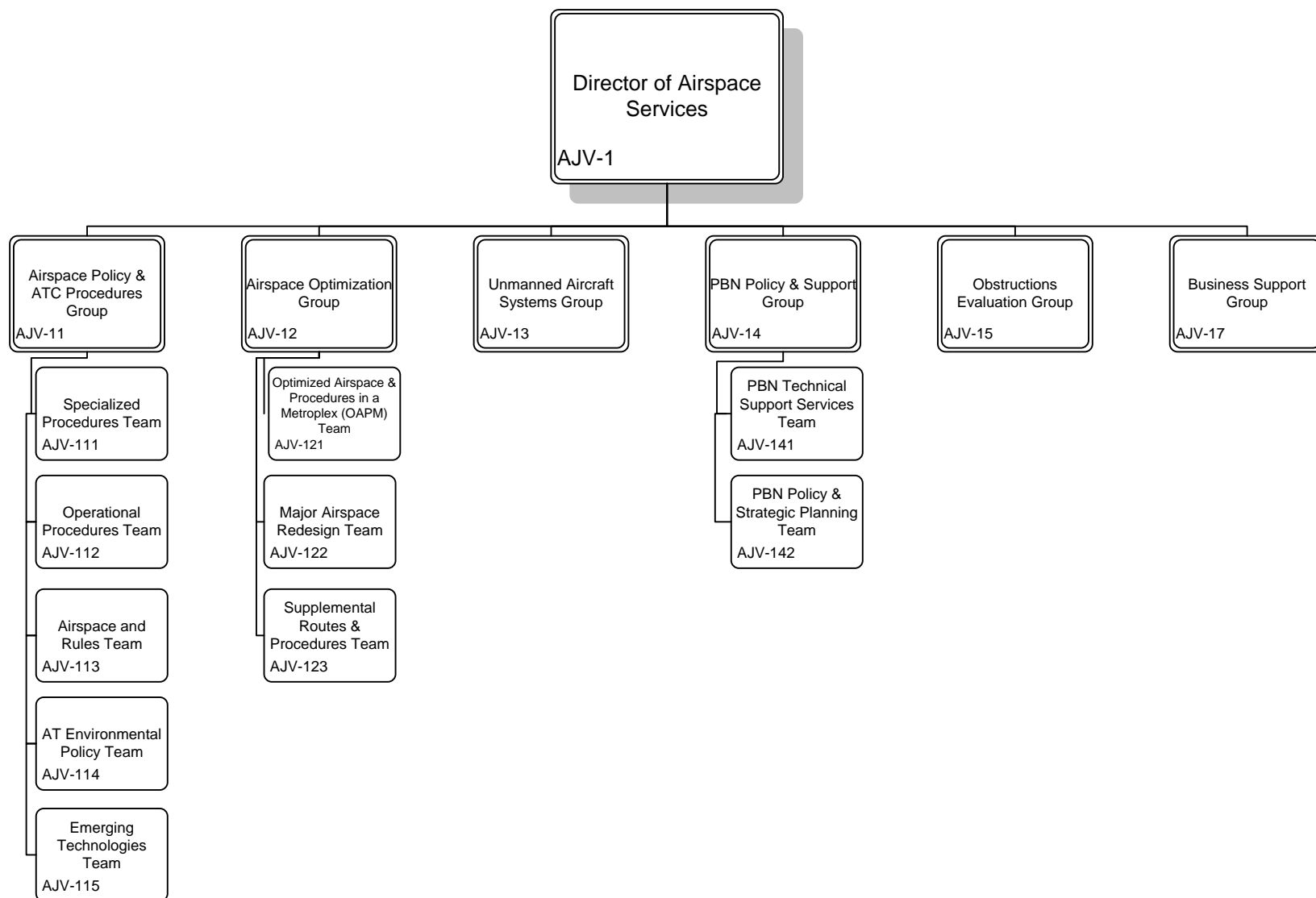
f. Oversees Mission Support Services activities in the following areas: airspace management and redesign, aeronautical information management, mapping, charting, planning, performance-based navigation, and instrument flight procedures. Oversees procedures, supports litigation, and enables unmanned aircraft systems operations in the NAS.

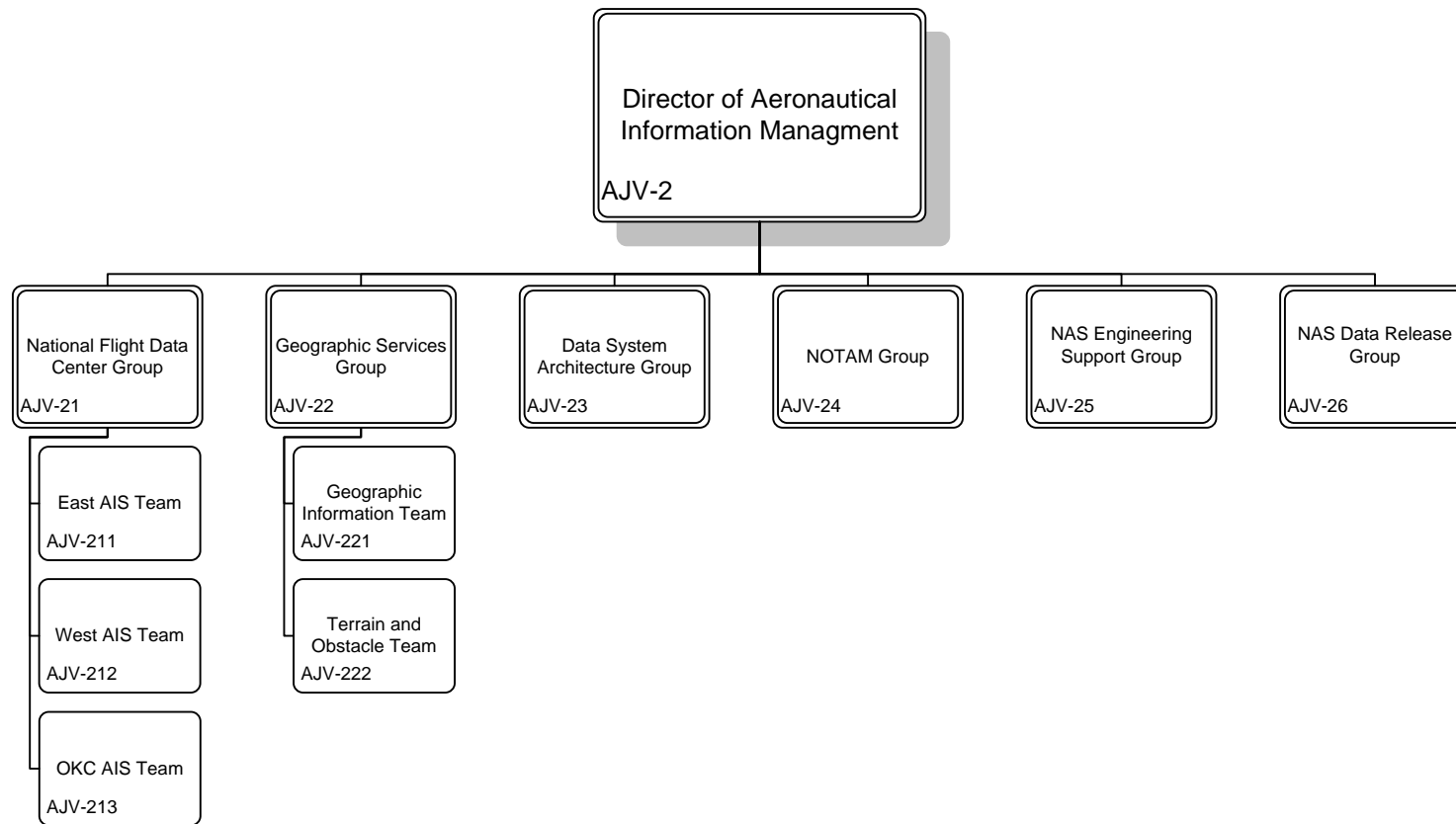
g. Provides information systems configuration management and security.

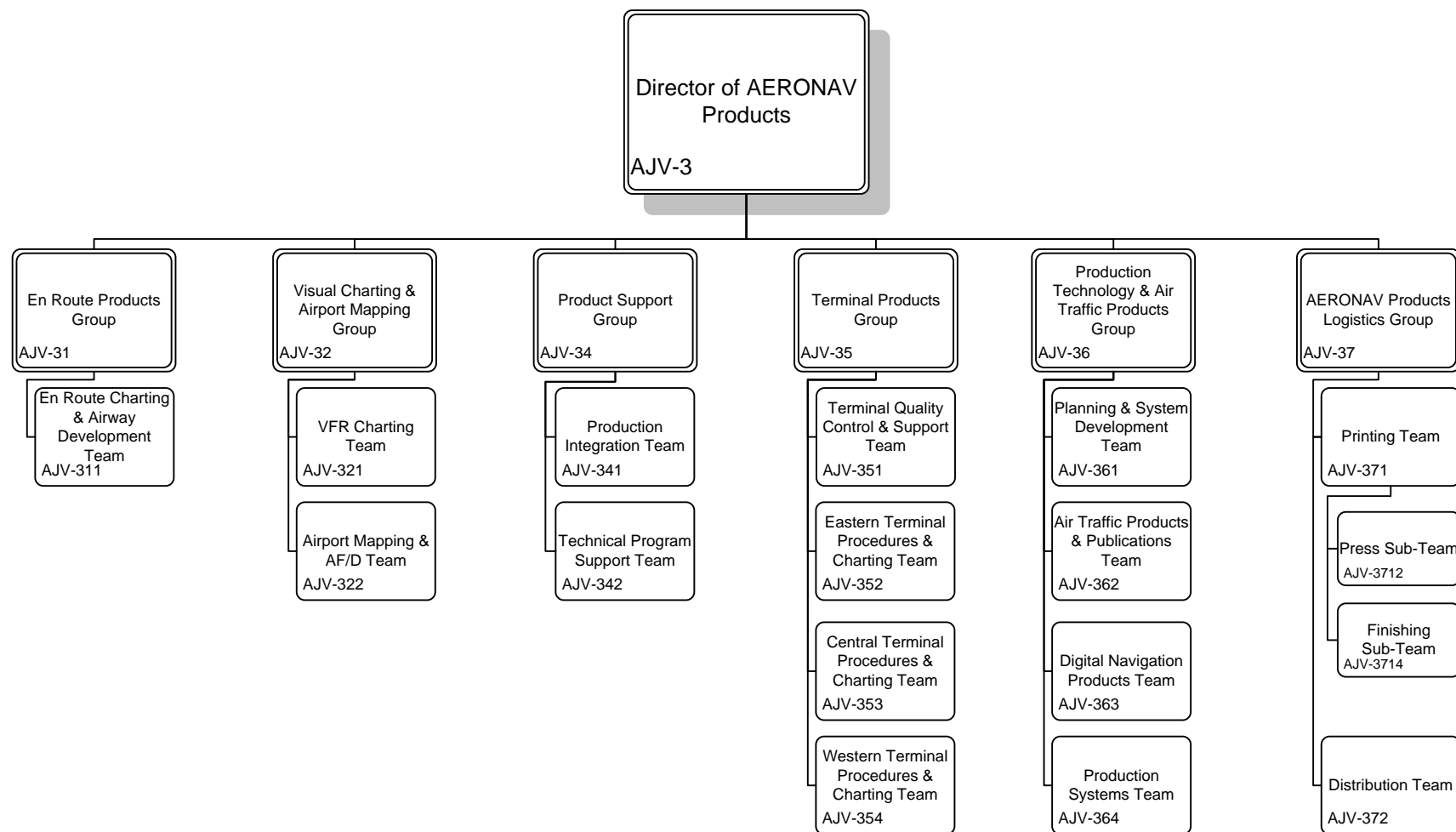
h. Leads, oversees, and administers policies and procedures for integrating unmanned aircraft systems in the NAS. Initiates implementation of changes to policy and guidance to enhance ATO operational services.

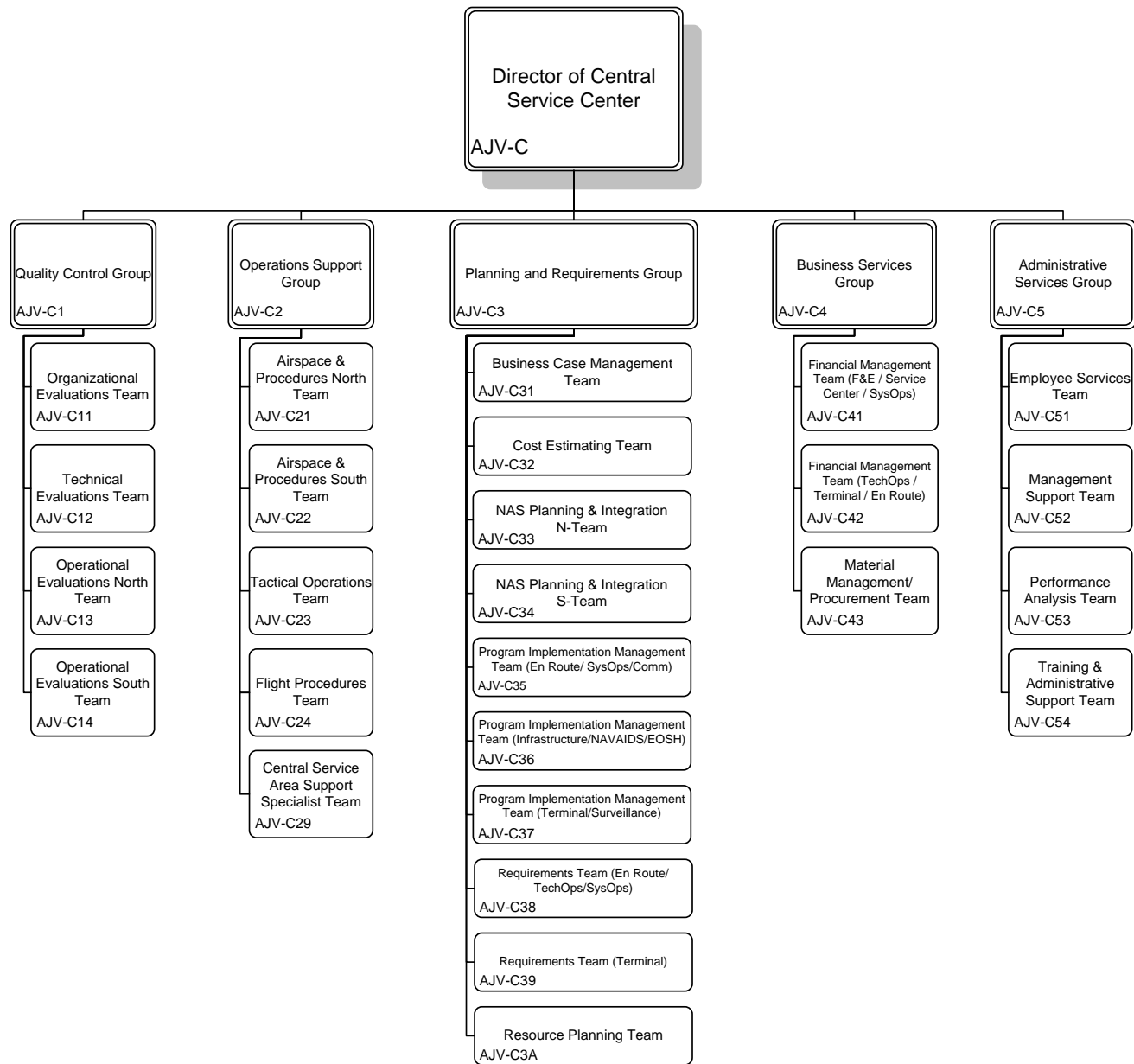
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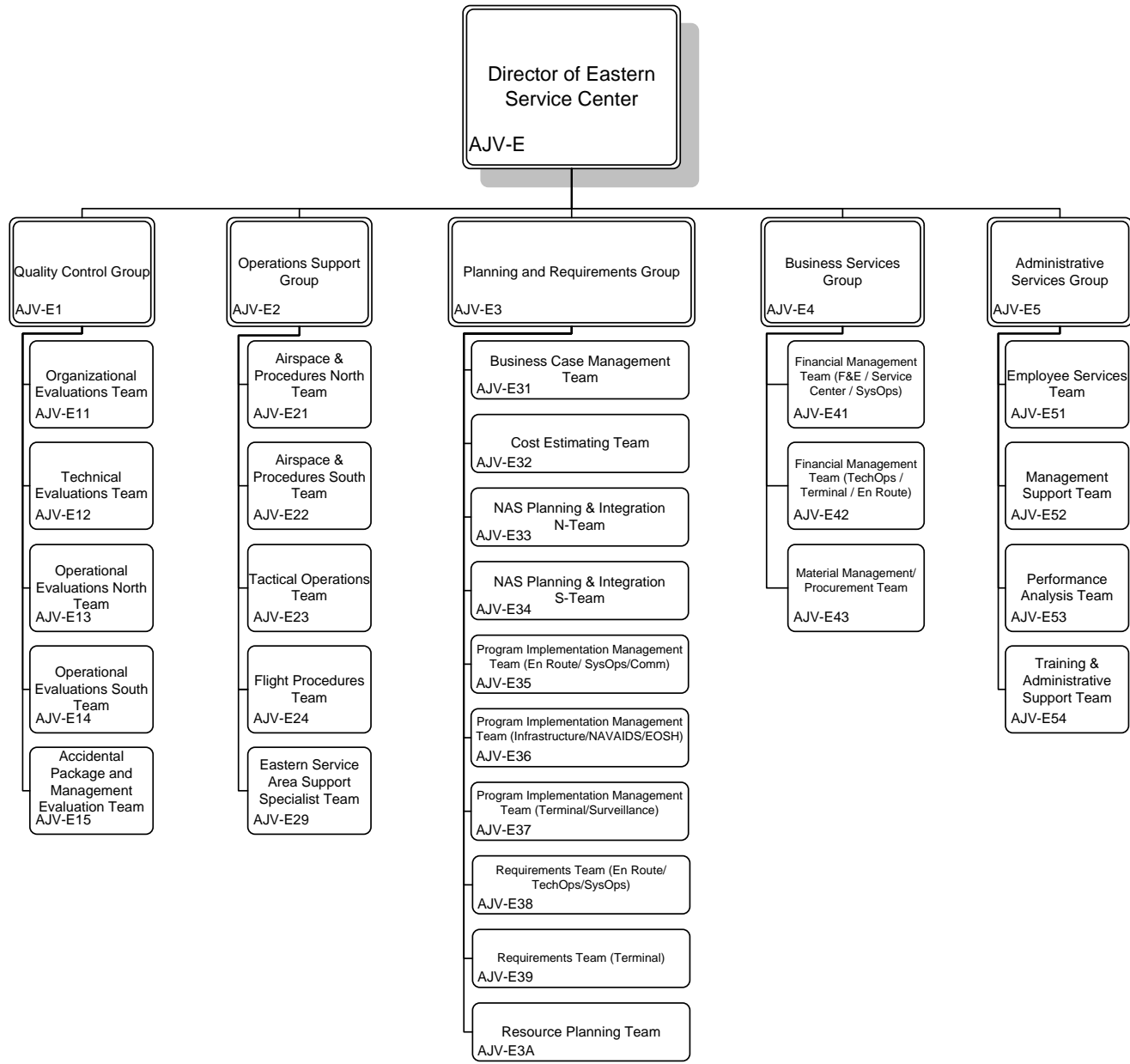


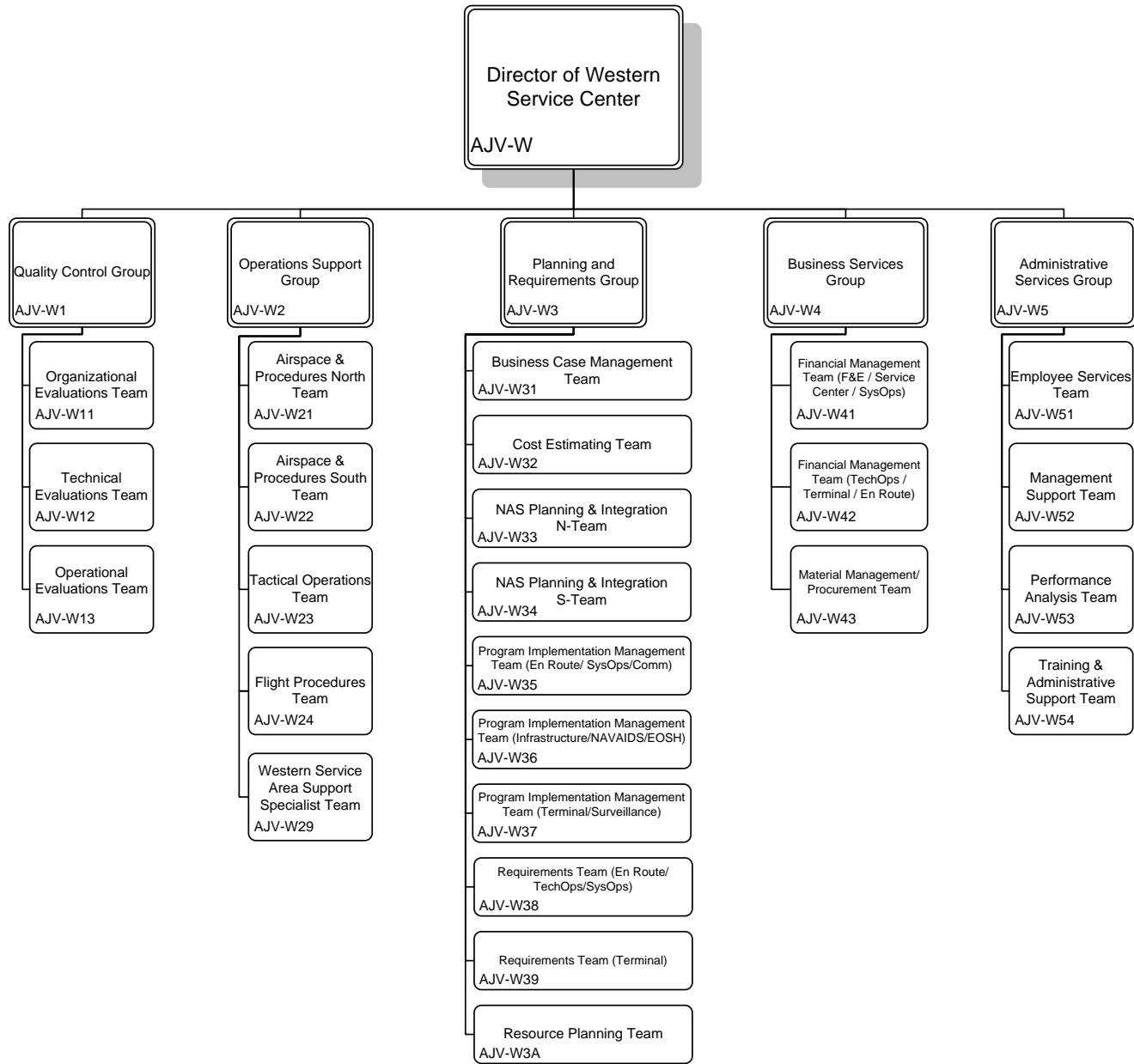












Chapter 5. System Operations Services

1. Mission. The mission of the Vice President for System Operations Services is to provide a safe and efficient customer-focused air transportation system that serves the nation, supports the global aviation community, and is environmentally responsible, through delivery of collaborative traffic flow management, flight services, and support of national defense, homeland security, and emergency operations including disaster response efforts.

2. Delegated Authority.

a. Executes the mission of System Operations. Establishes organization goals, budgets and priorities, and allocates and manages resources to meet ATO performance targets.

b. Establishes service unit target levels of system efficiency for the ATO. Monitors and reports on ATO organizational performance against the target levels.

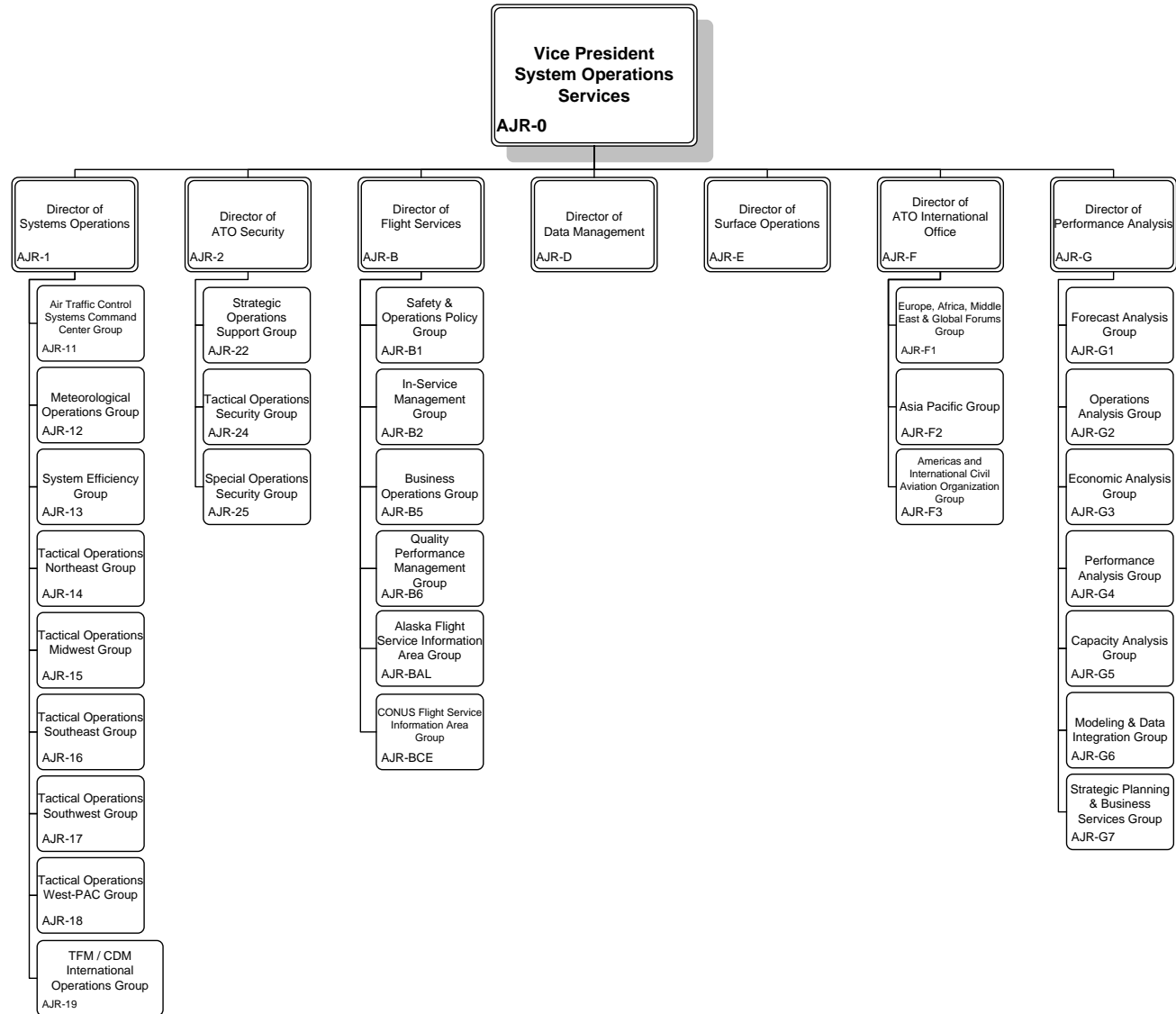
c. Provides safe operations, occupational, programmatic, and other service unit activities, with risks managed and/or mitigated. Provides continuity of air traffic management services.

d. Establishes policies, standards, and procedures covering air traffic flow management to support the safe use of navigable airspace.

e. Develops and maintains strategies and foundational standards that enable the ATO to sustain the continuity of NAS operations while using air navigation services to meet national defense, homeland security, and disaster response objectives.

f. Establishes program directives, policies, standards, strategies, plans, and management methods to support current and future requirements of flight services operations.

3. ATO Organization Chart.



Chapter 6. Safety and Technical Training

1. Mission. The mission of the Vice President of Safety Services is to manage risks, assure quality standards, encourage transparency, educate employees, and promote continuous improvement. Create individual and organizational competency for our technical work force at the lowest cost and with a focus on people.

2. Delegated Authority.

a. Executes the mission of the Office of Safety. Establishes goals, strategies, budgets, and priorities. Allocates and manages resources to support the mission, improve service value, and achieve performance targets. Supports the FAA and ATO with services.

b. Ensures that the ATO complies with safety-related laws, regulations, orders, policies, and quality control programs. Ensures safety programs are consistent and effective. Sets ATO safety target levels, develops and/or approves safety standards, and reports on ATO organizational performance against them.

c. Identifies and analyzes trends. Reports on risks, compliance, and safety in air traffic management services, infrastructure, maintenance, and occupational safety. Recommends enhancements, new technology, and innovations.

d. Assesses safety, risk, and compliance assurance. Provides independent reviews and process verification.

e. Educates the ATO in safety, risk management, and quality assurance. Promotes organizational learning and encourages risk disclosure.

f. Fosters integrating safety, reliability, maintainability, and quality control throughout the lifecycle of programs and operations. Maintains acquisition program in-service decision and in-service review policy and guidance.

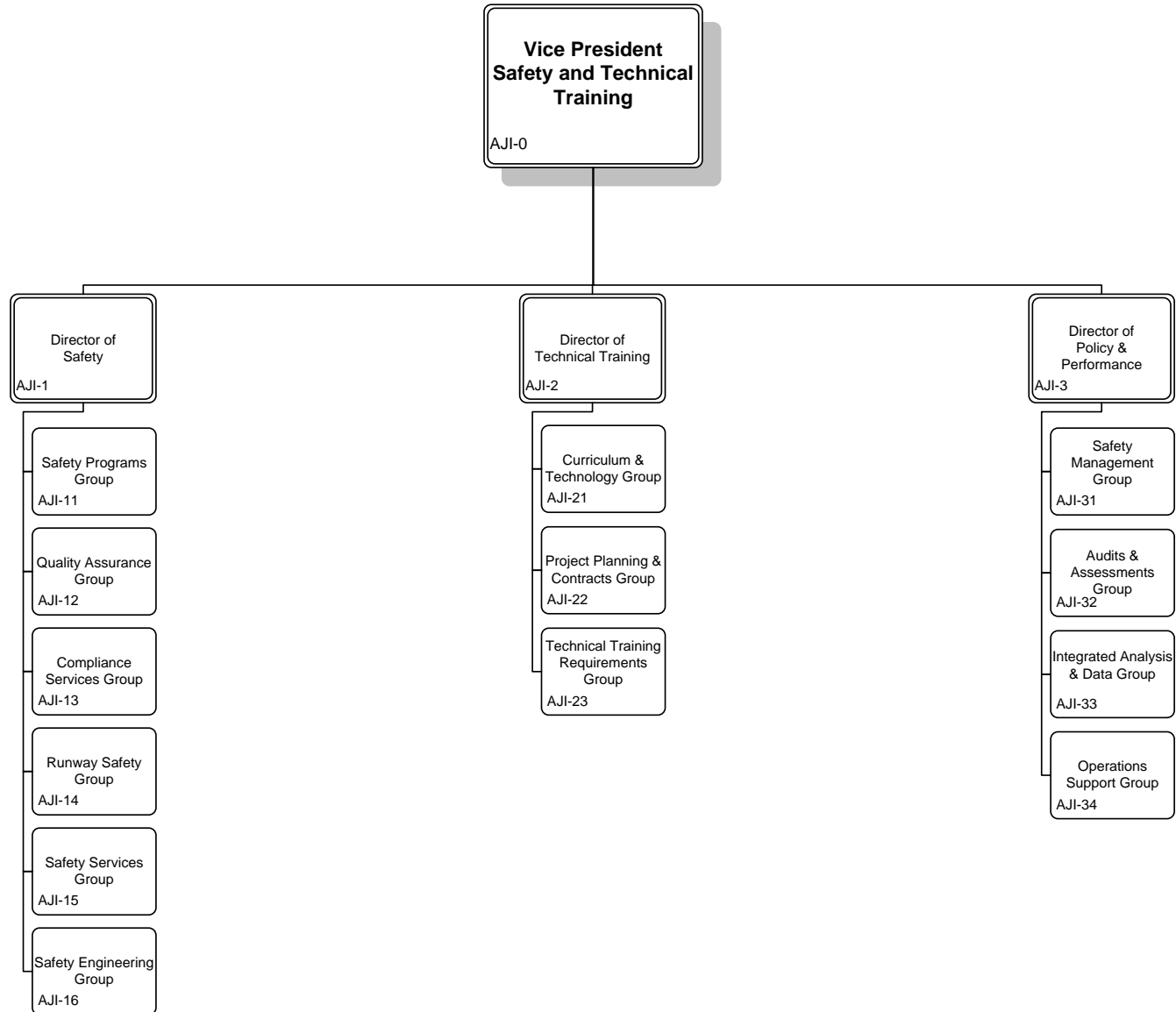
g. Develops, staffs, and maintains an event response group who provide the coordinated ATO response to National Transportation Safety Board (NTSB), DOT OIG, and GAO investigations, or other significant events in the NAS.

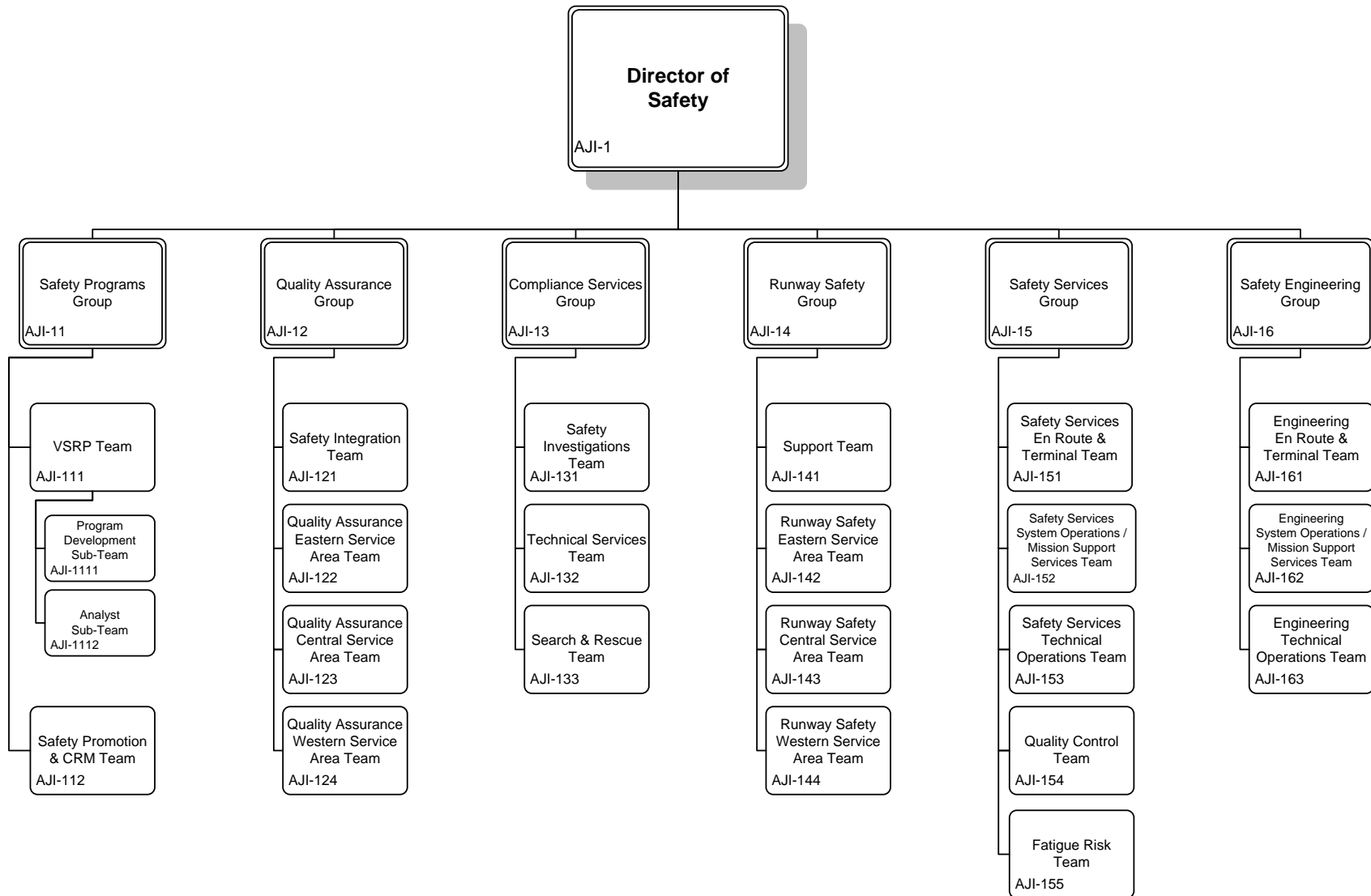
e. Develops an integrated technical training strategy to lead, direct, and guide the overall design, management and delivery of technical training. Develops policies and standards for ATO technical training.

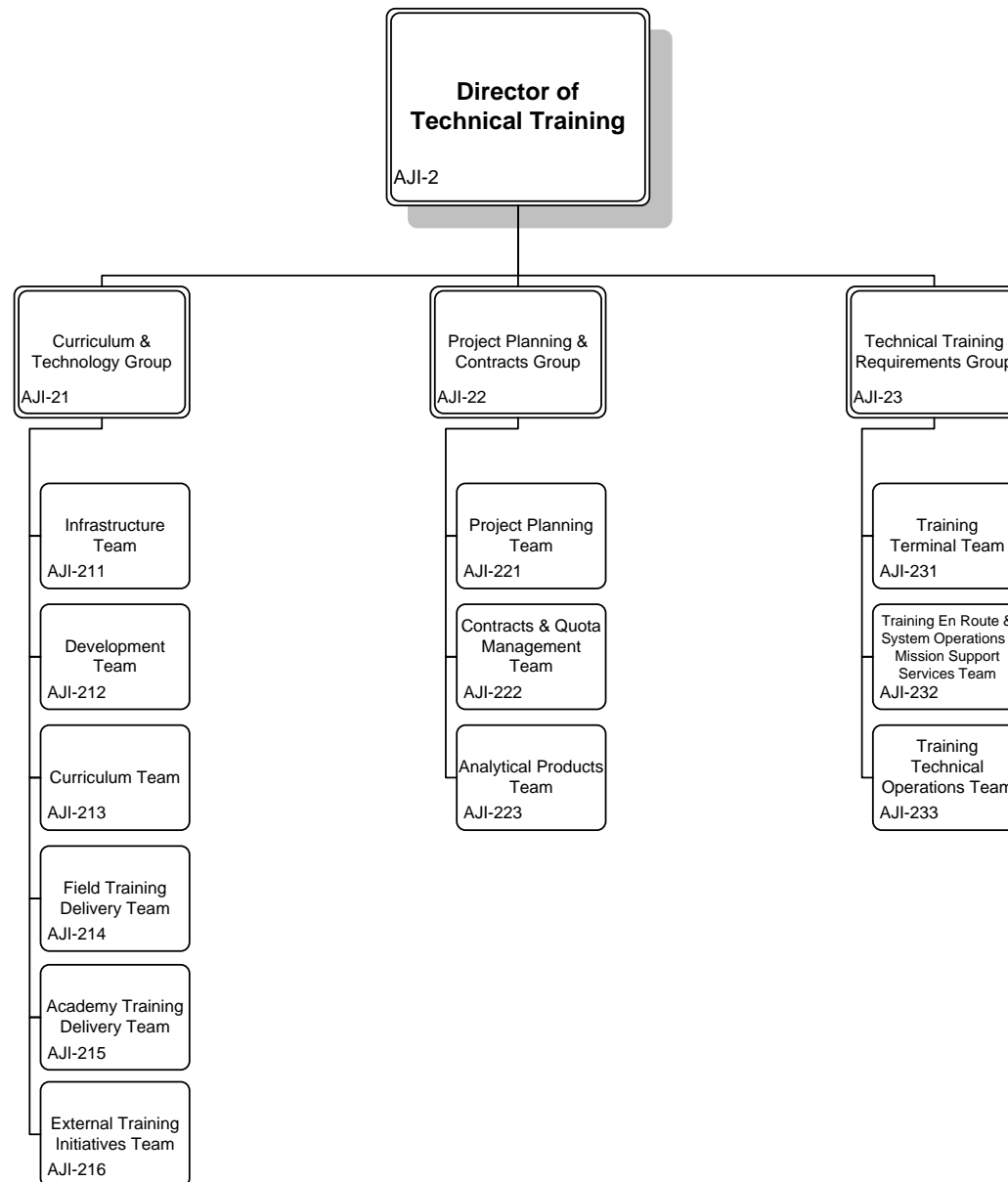
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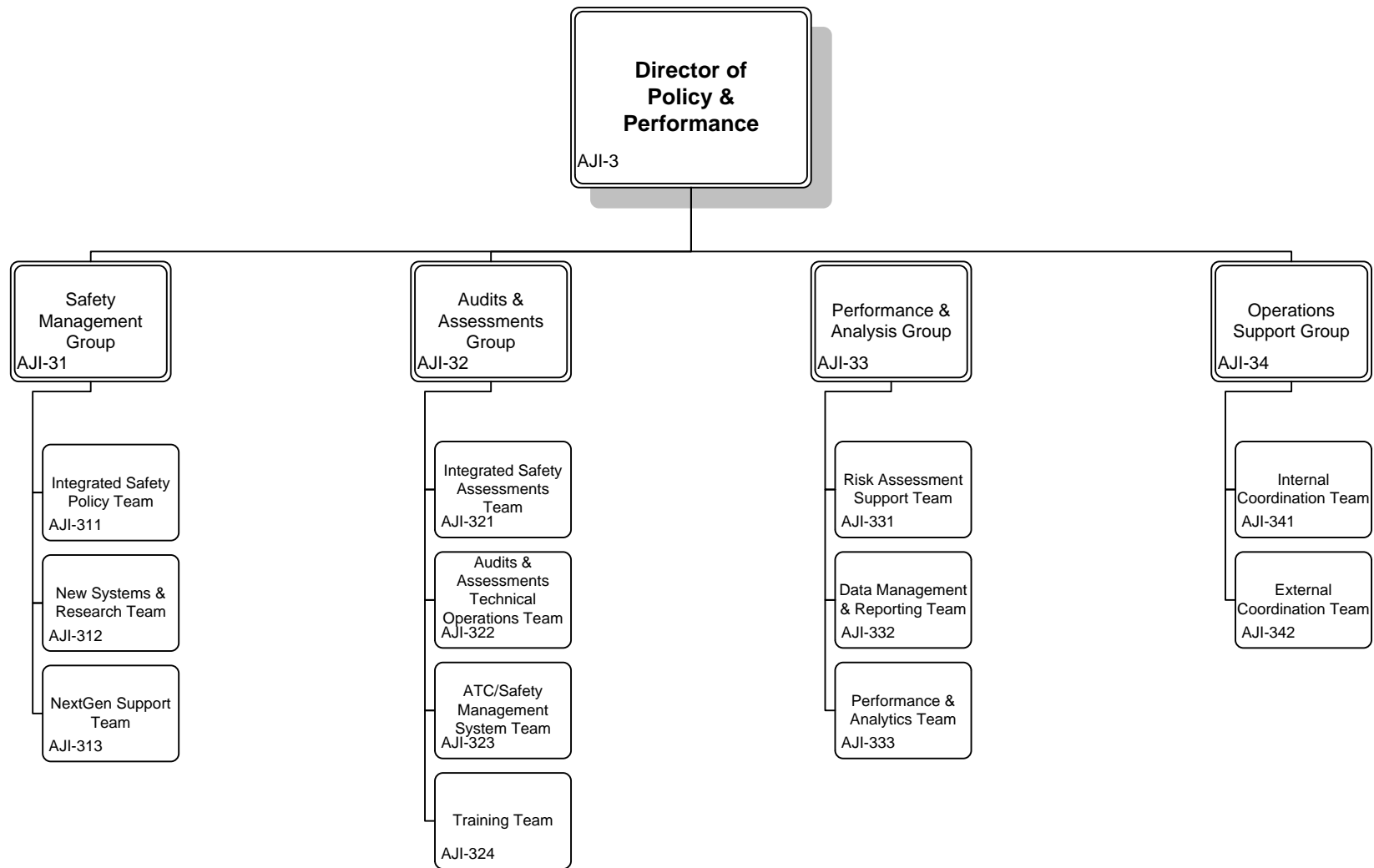
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3. ATO Organization Chart.









Chapter 7. Technical Operations Services

1. Mission. The mission of the Vice President of Technical Operations Services is to provide varied technical and engineering services for the delivery of safe and efficient flight services to customers through cost-effective improvement and maintenance.

2. Delegated Authority.

a. Executes the mission of Technical Operations. Establishes organization goals, budgets, and priorities, allocates, and manages resources to meet ATO performance targets.

b. Ensures operations, occupational, and other service unit activities are safe with risks managed and/or mitigated.

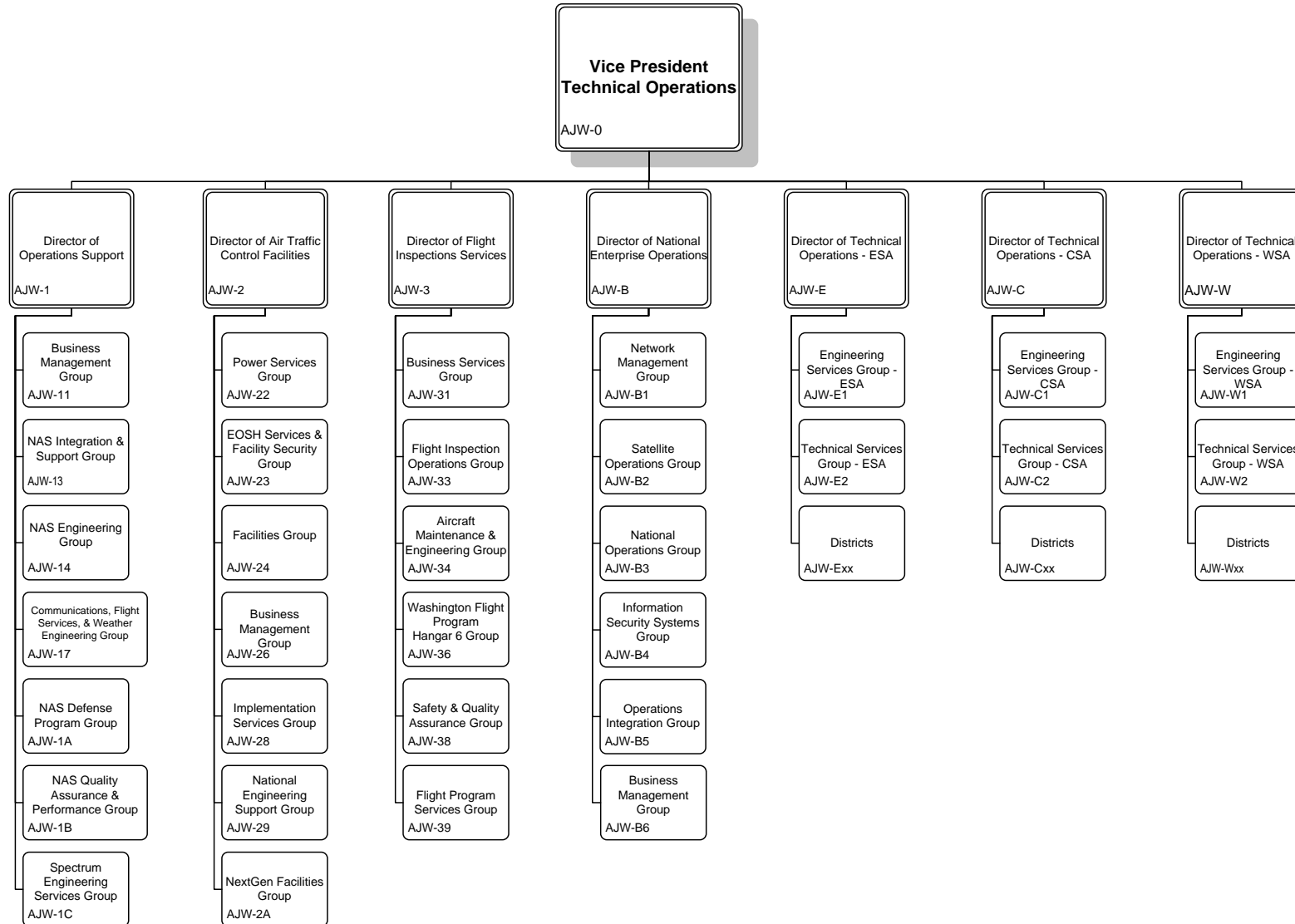
c. Develops national maintenance, engineering, environmental, supply support, and personal property policies and procedures.

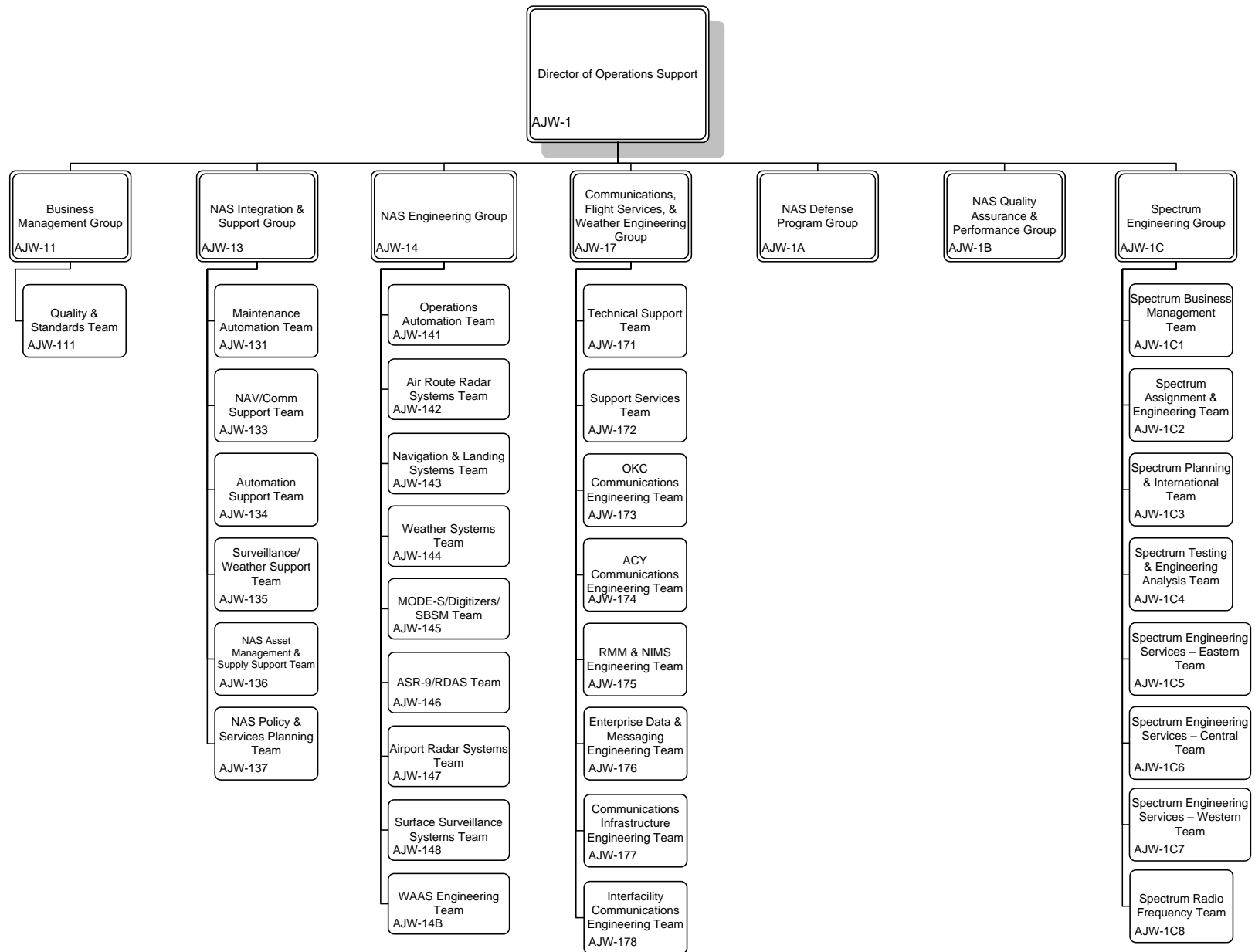
d. Complies with the Federal Information Systems Management Act (FISMA) to maintain the integrity and security of NAS operational and mission support systems.

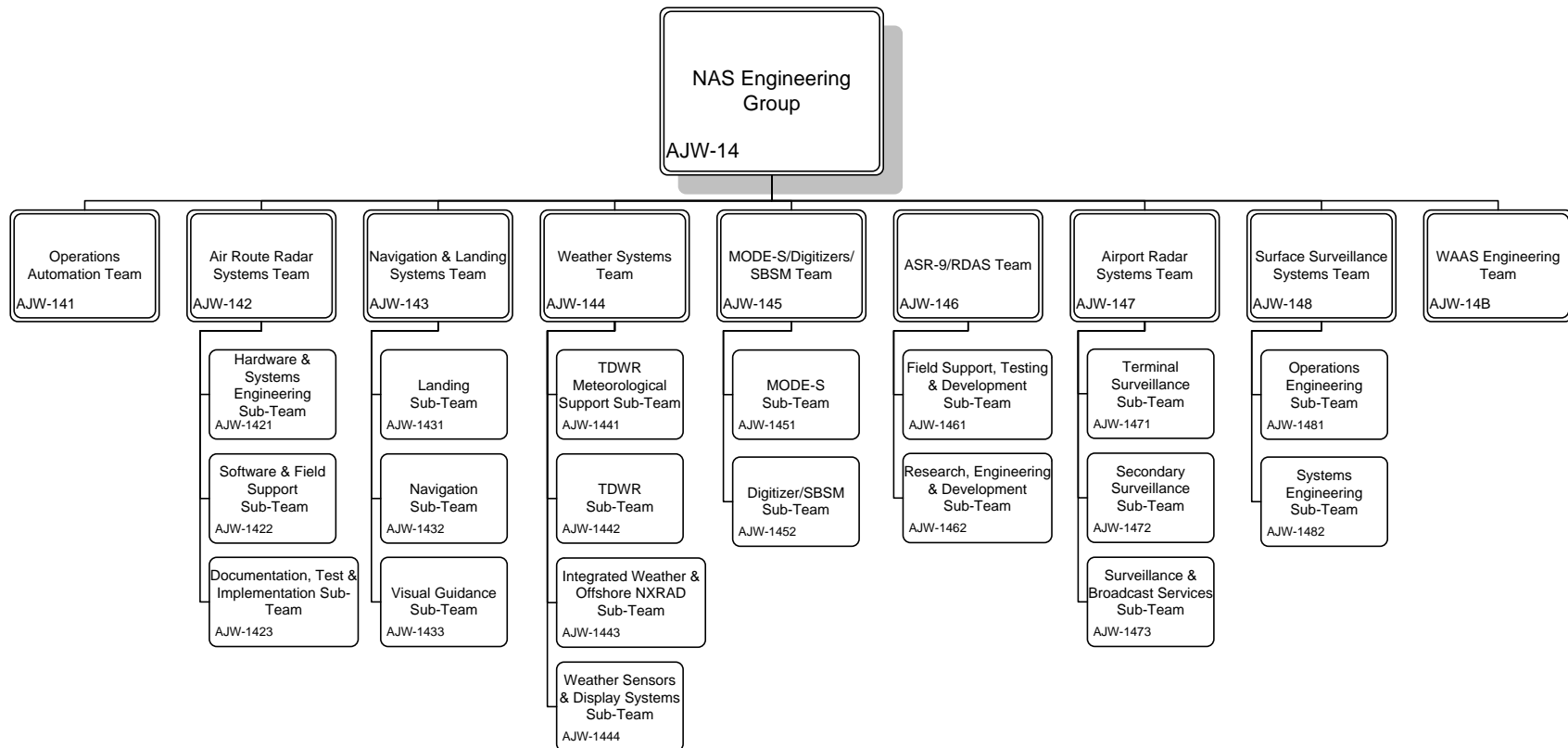
e. Develops, evaluates, and certifies airspace systems and instrument flight procedures. Provides for FAA aircraft operations and maintenance at the Ronald Reagan Washington National Airport (Hangar 6), in support of transportation and training requirements for the agency and other government entities.

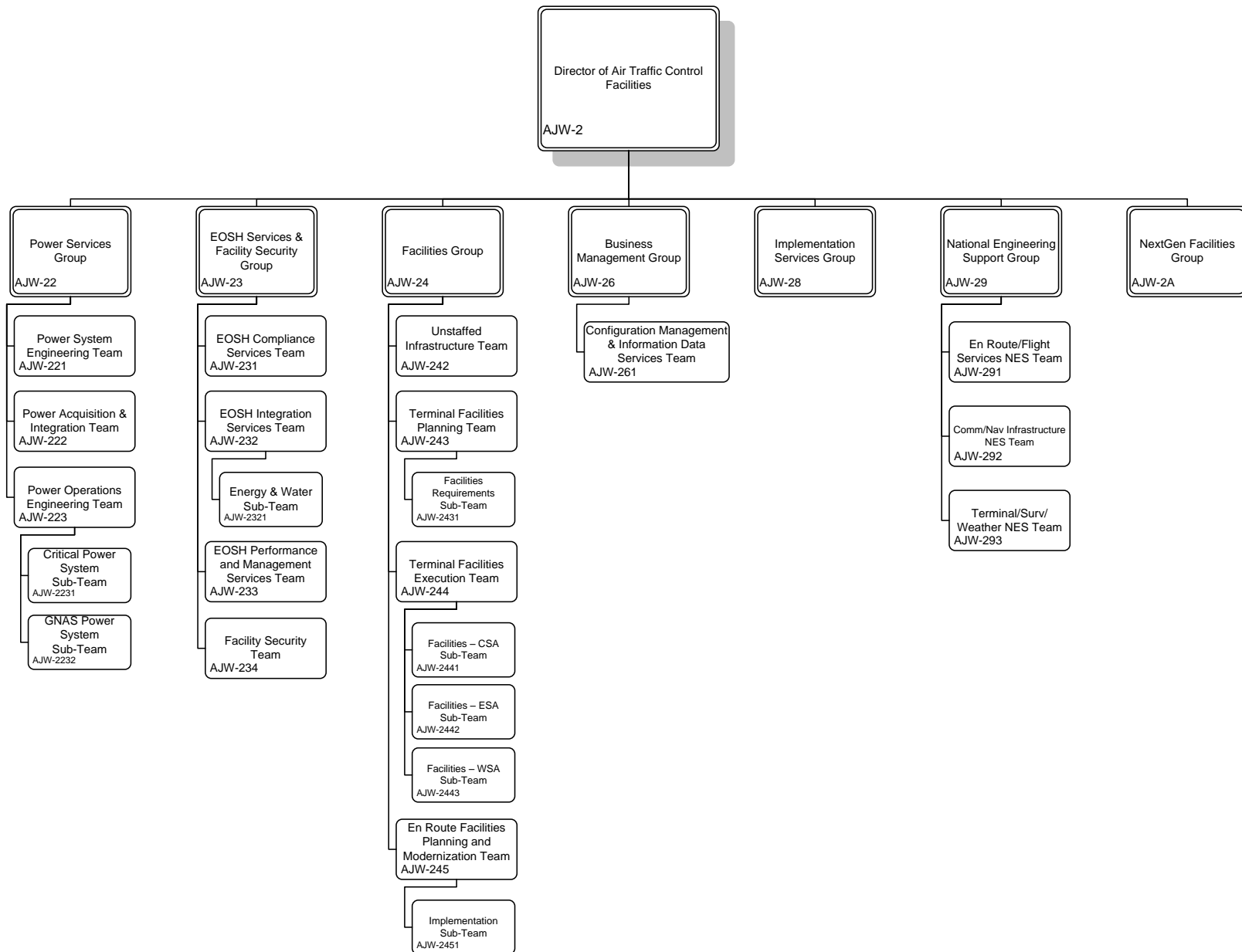
f. Provides telecommunications services consistent with ICAO standards required for air traffic management services in the NAS.

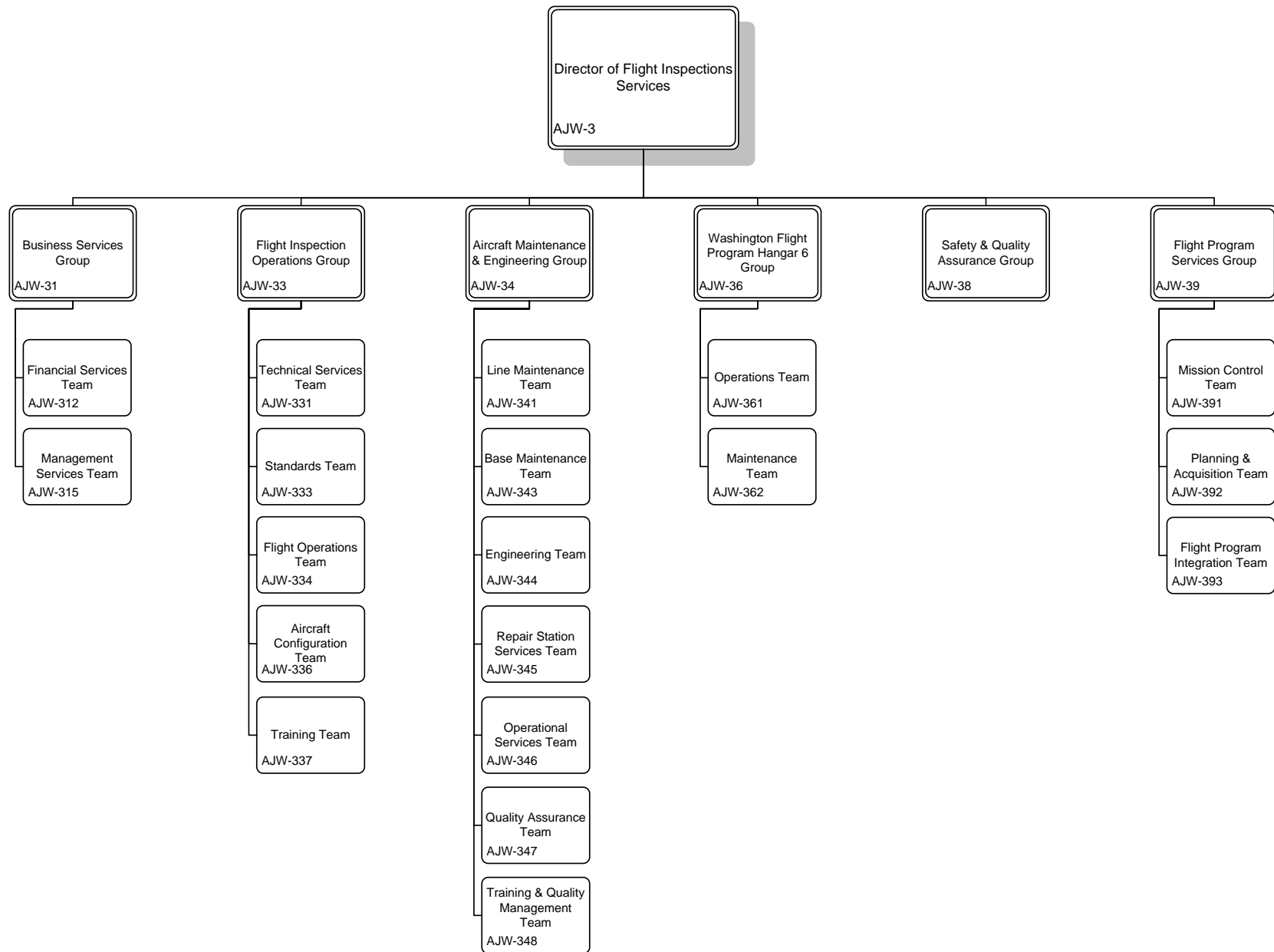
3. ATO Organization Chart.

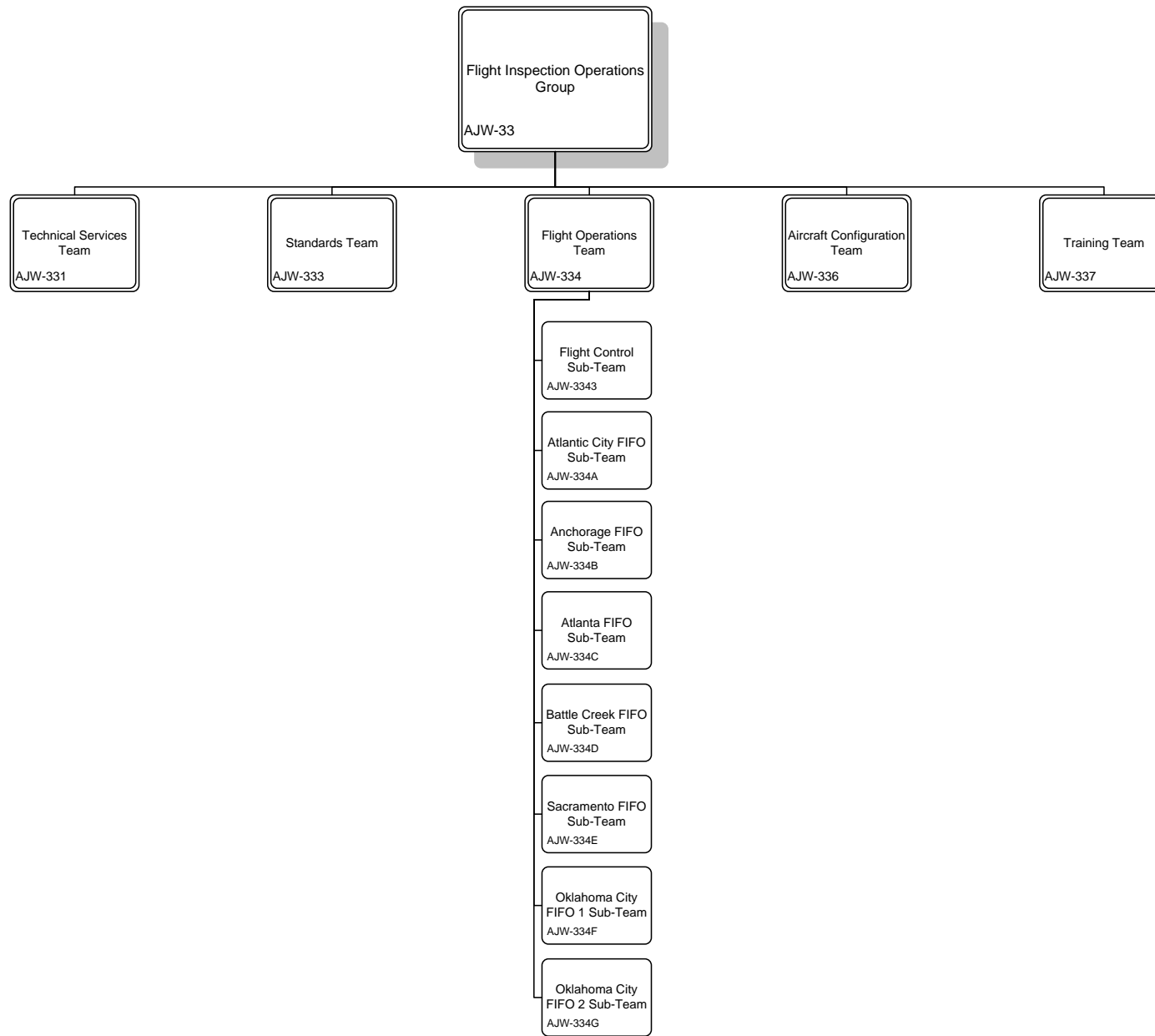


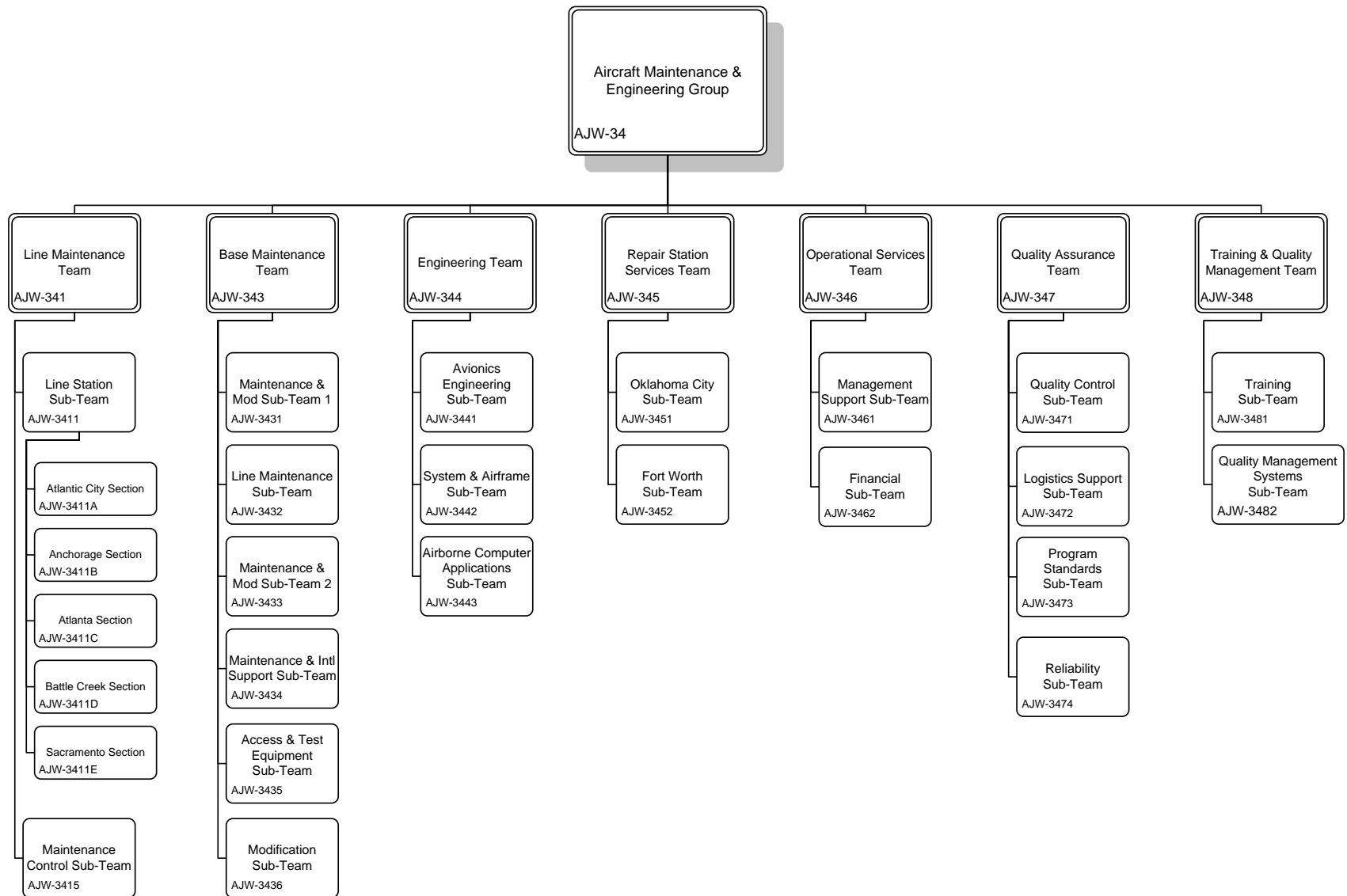


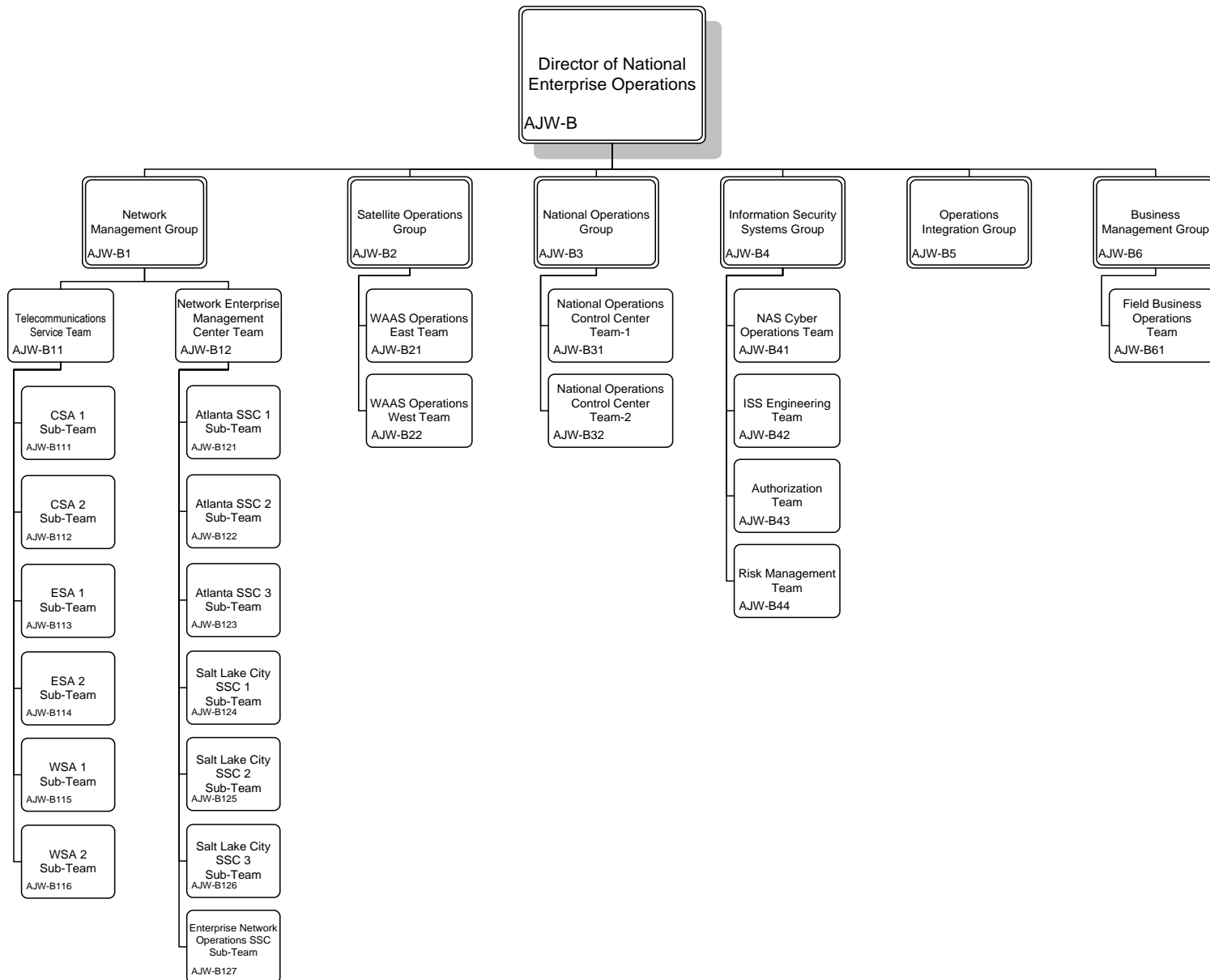












Chapter 8. Program Management Office

1. Mission. The mission of the Vice President of the Program Management Office is to provide lifecycle program management capability across all of the ATO through initial planning, and effective and efficient implementation of NextGen and sustainment systems in the NAS.

2. Delegated Authority.

a. Provides central program management authority for all programs and projects critical to fulfillment of the NextGen portfolios and other major programs and projects that influence the NAS.

b. Manages changes to program cost, schedule, and scope, in line with NextGen and legacy sustainment portfolios.

c. Establishes program goals, long-term NAS sustainment and modernization strategies, and prepares program budget requests and justifications for Congress and other external stakeholders in coordination with FAA Finance, NextGen, and in accordance with FAA policies and procedures.

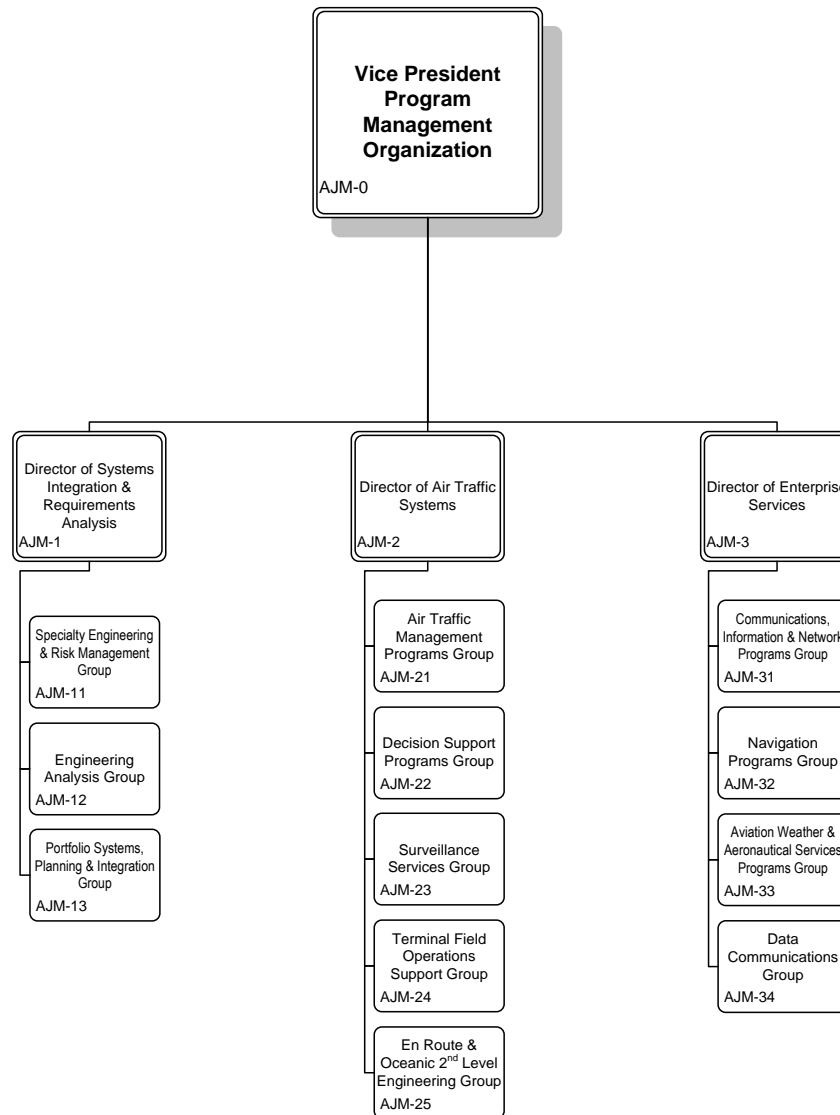
d. Incorporates customer requirements in sustainment and integration of modernization programs and works with the NextGen organization to balance those needs against NextGen objectives.

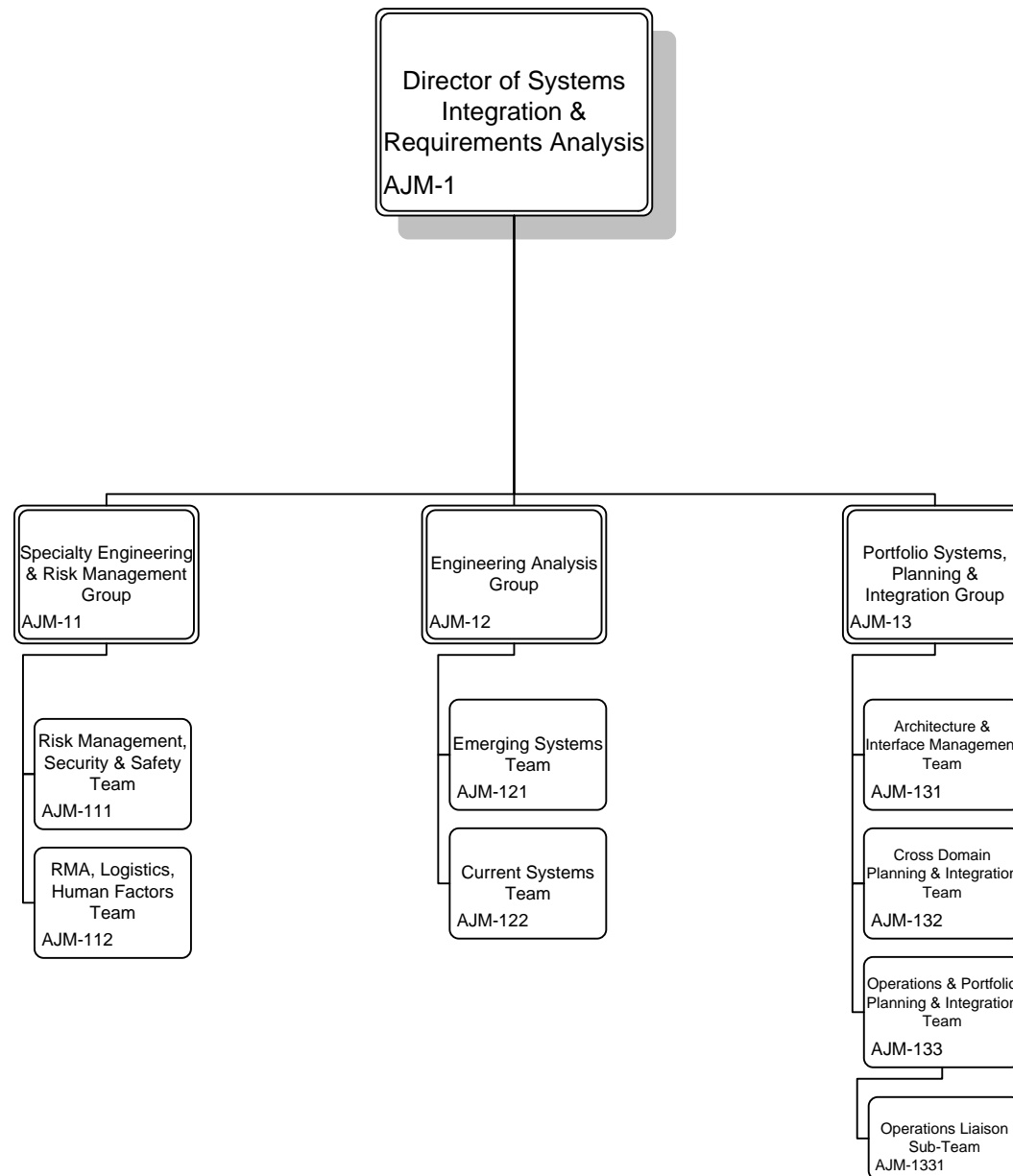
e. Employs system engineering to analyze alternatives, select design approaches across the portfolio, and manage trades between programs in coordination with the NextGen organization.

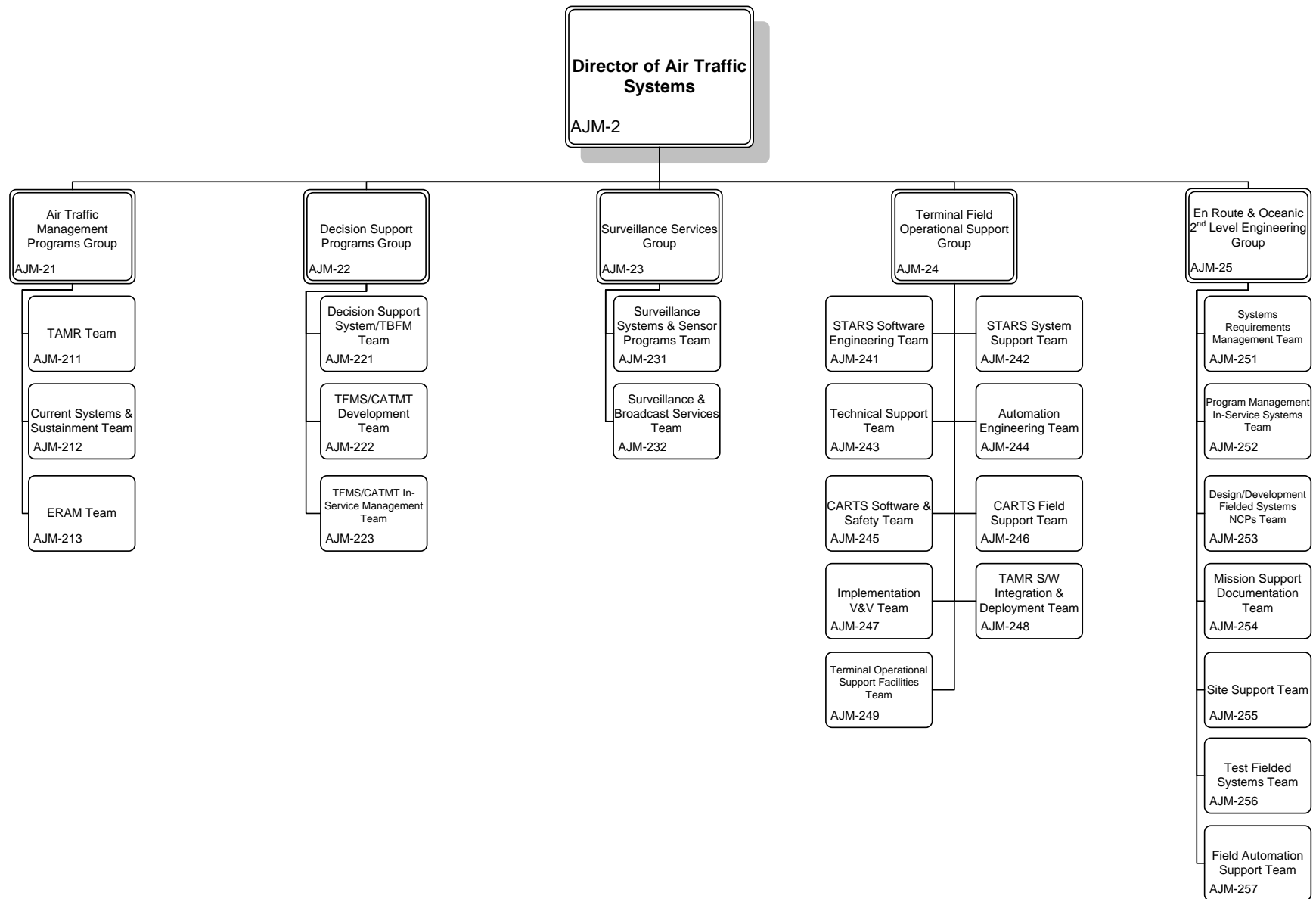
f. Implements NAS programs according to NAS enterprise architecture and NextGen implementation plans to ensure safe and efficient operations.

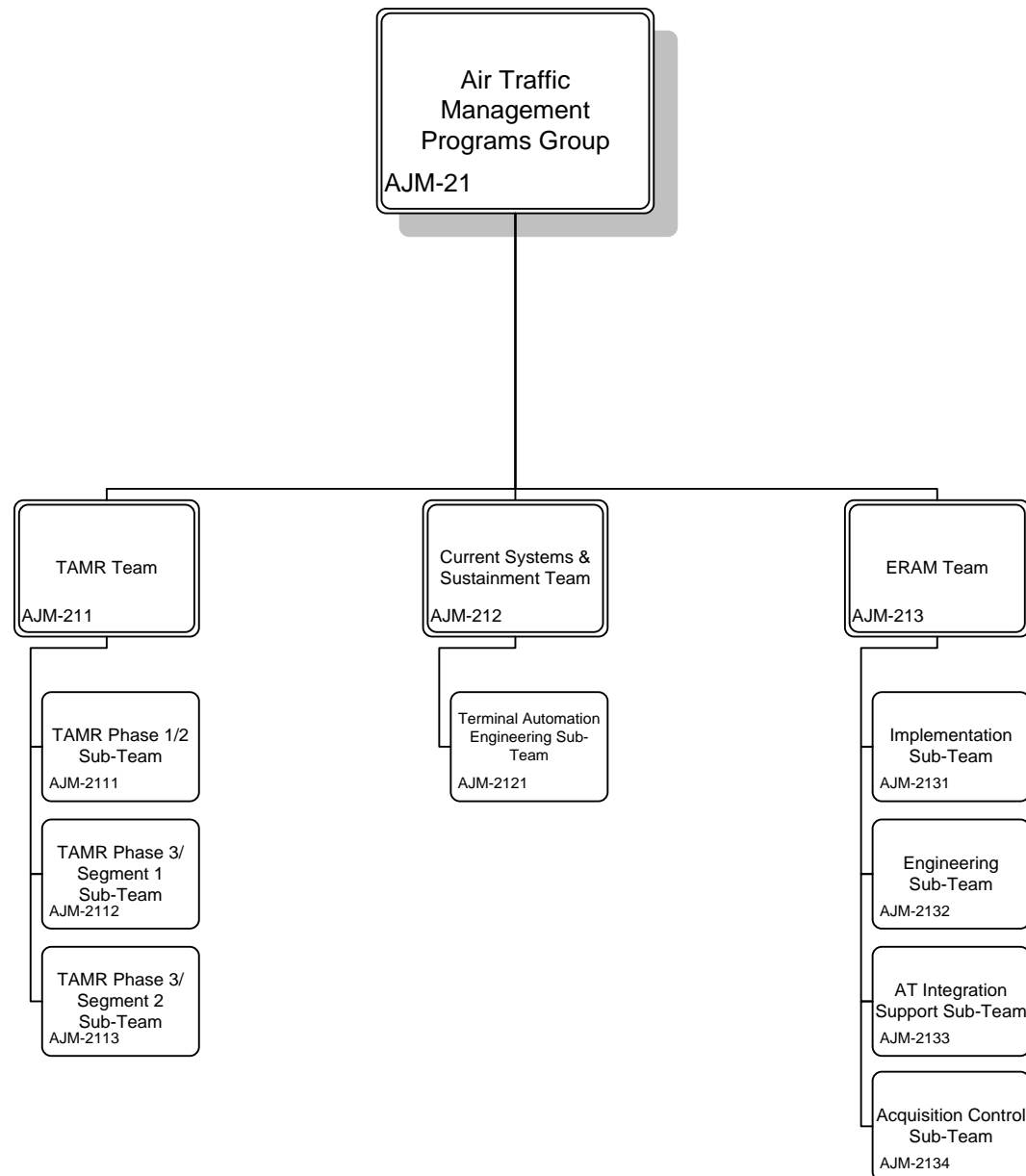
g. Supports second-level hardware and software engineering at NAS facilities to sustain, maintain, and implement new functions for NAS automation systems and other capabilities.

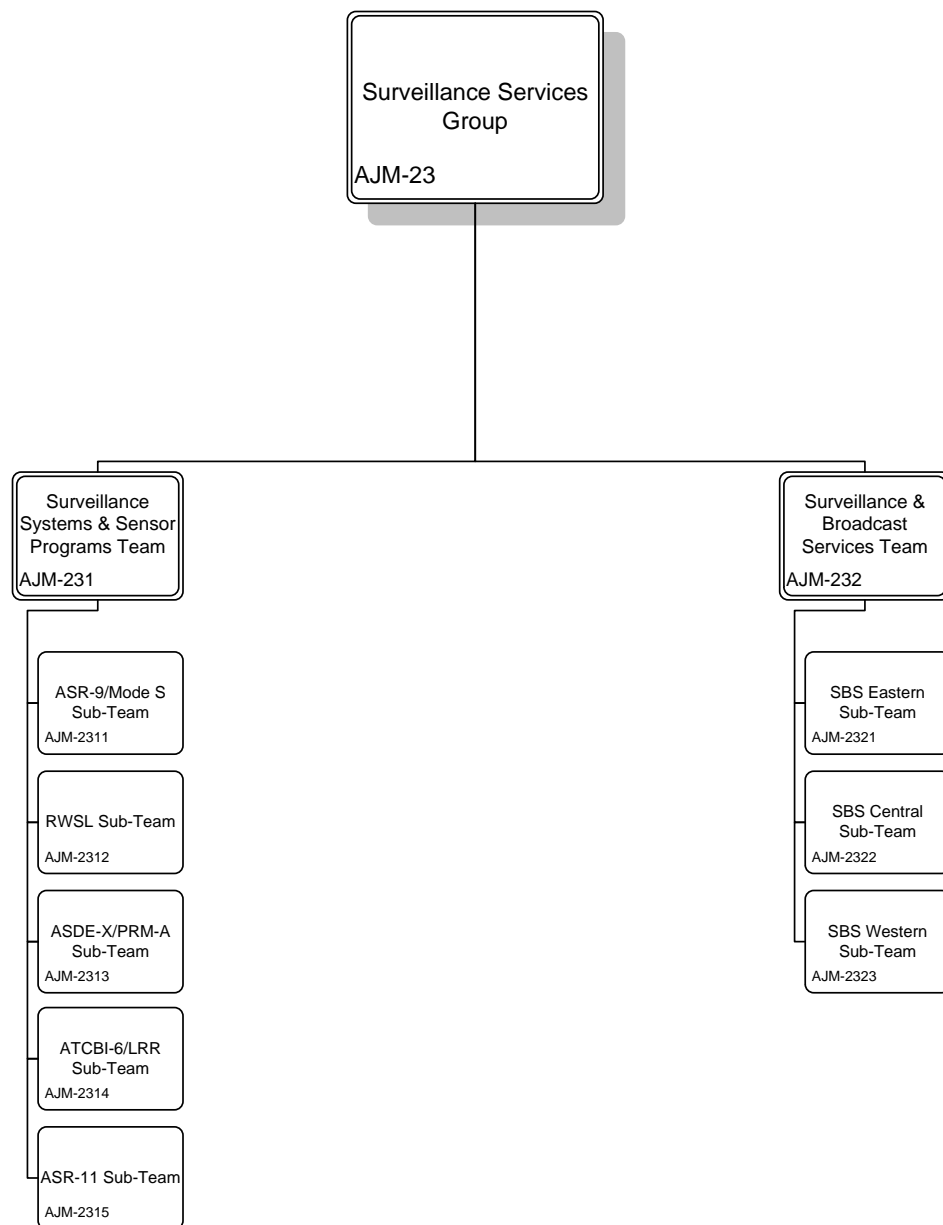
h. Upgrades and standardizes the program management capability of the FAA and raises program management standards and related career paths.

3. ATO Organization Chart.



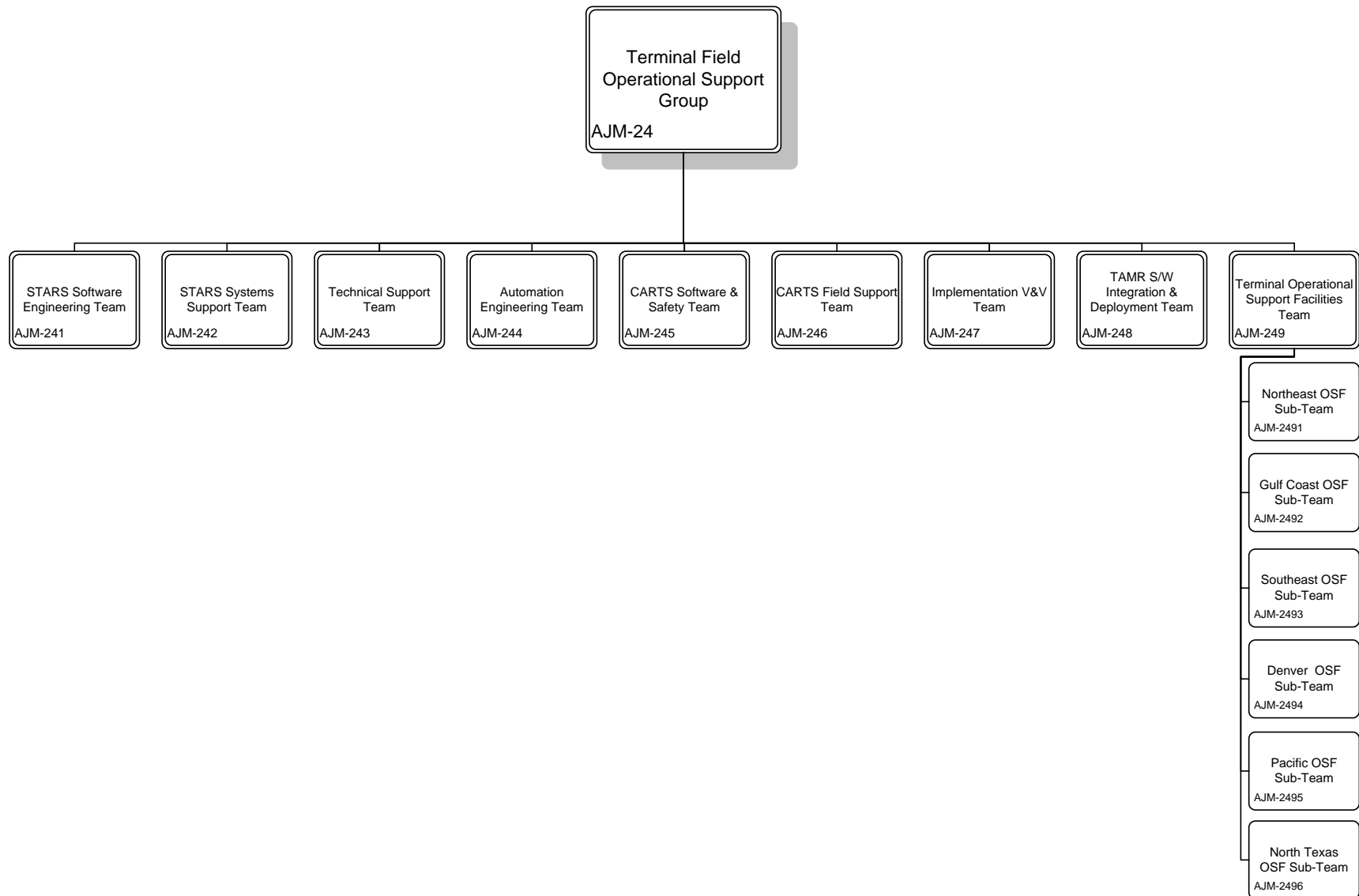


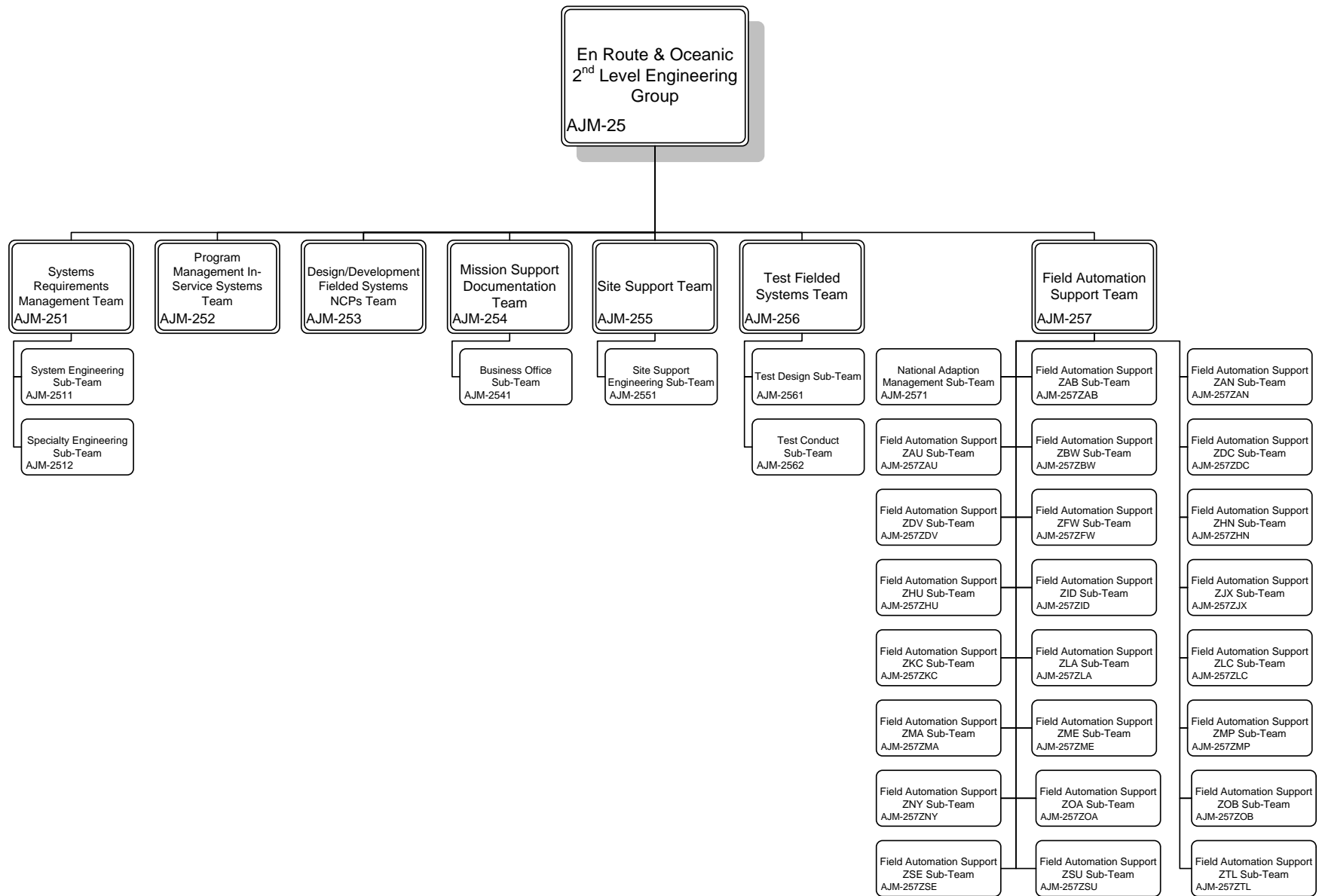


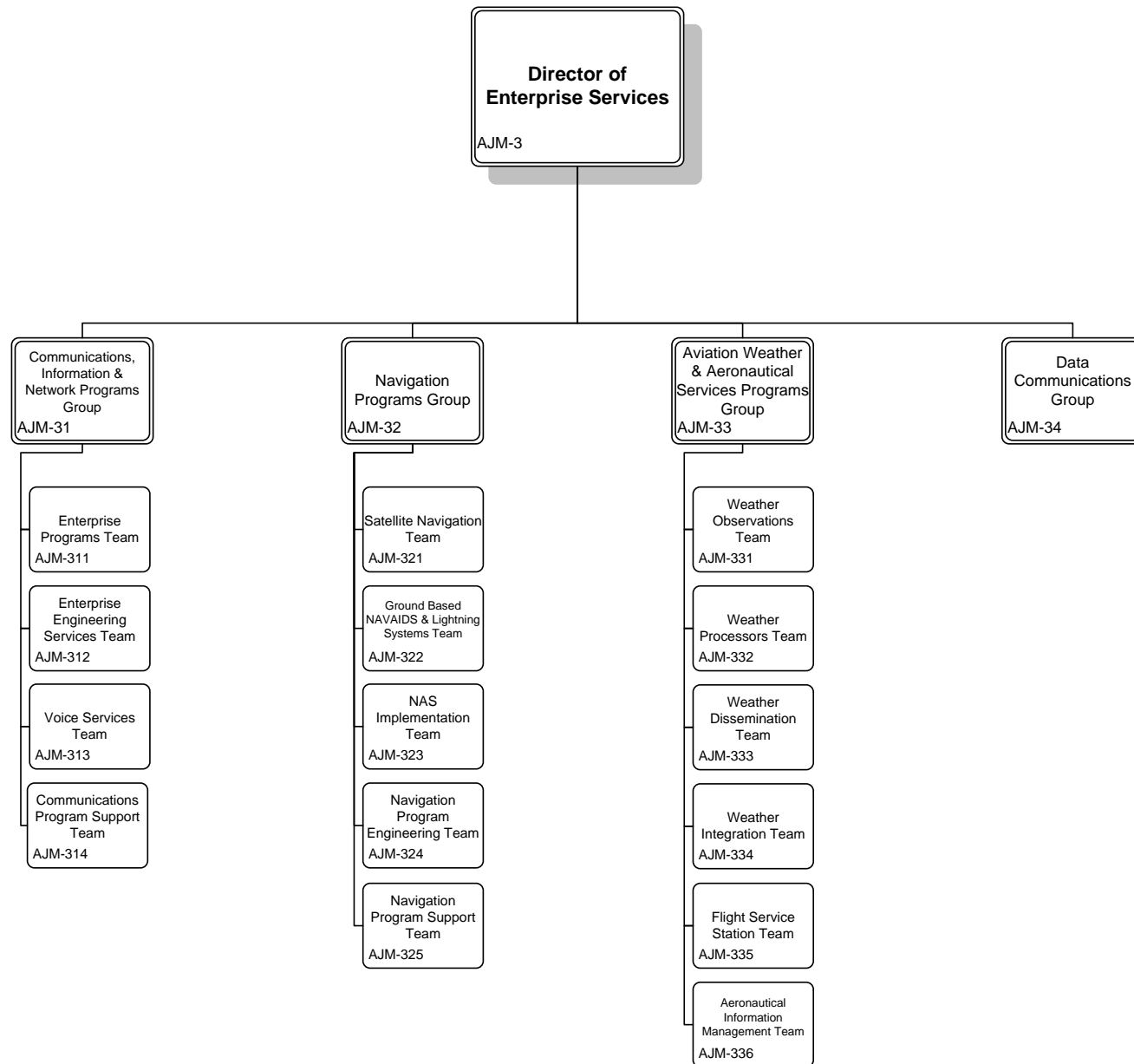


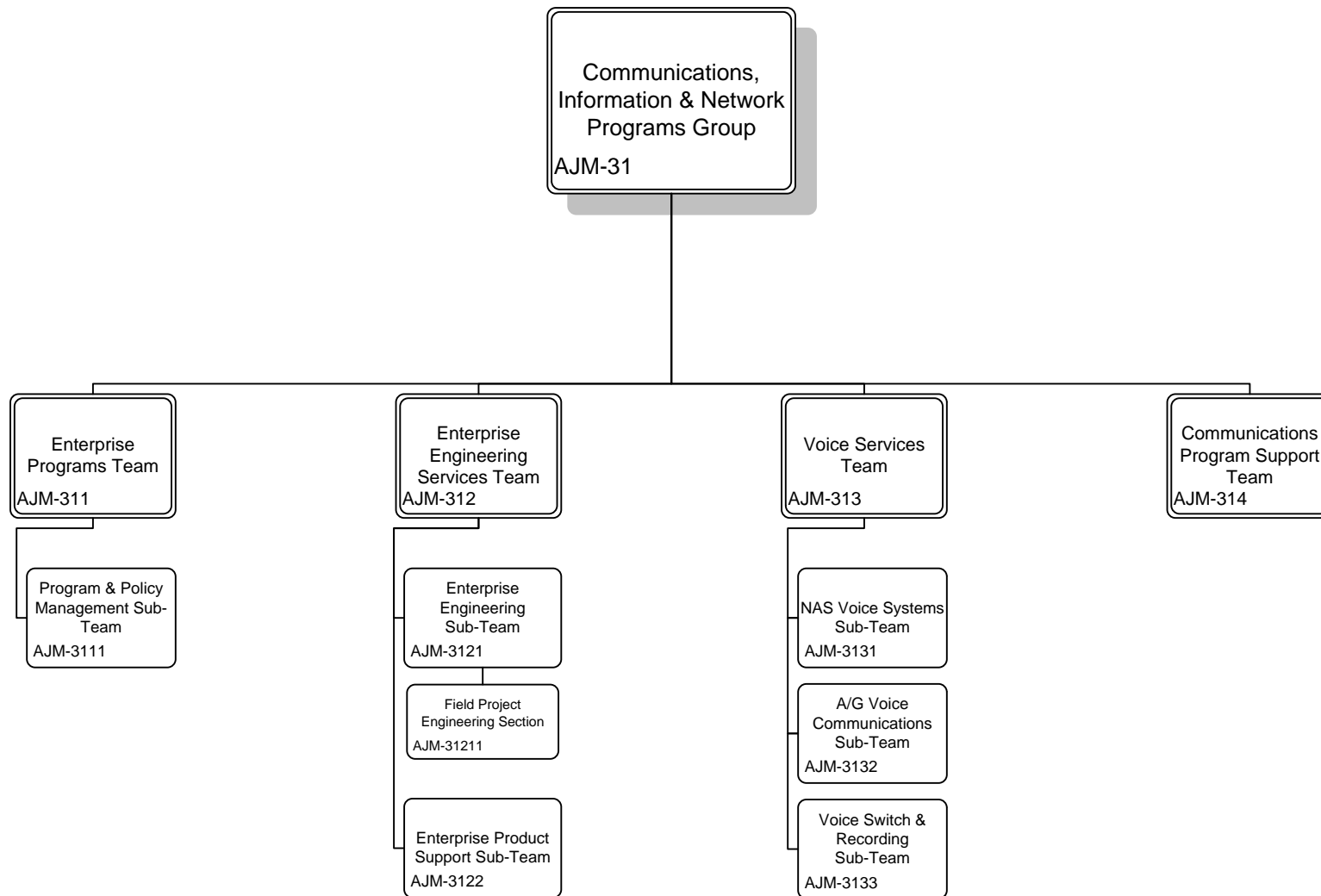
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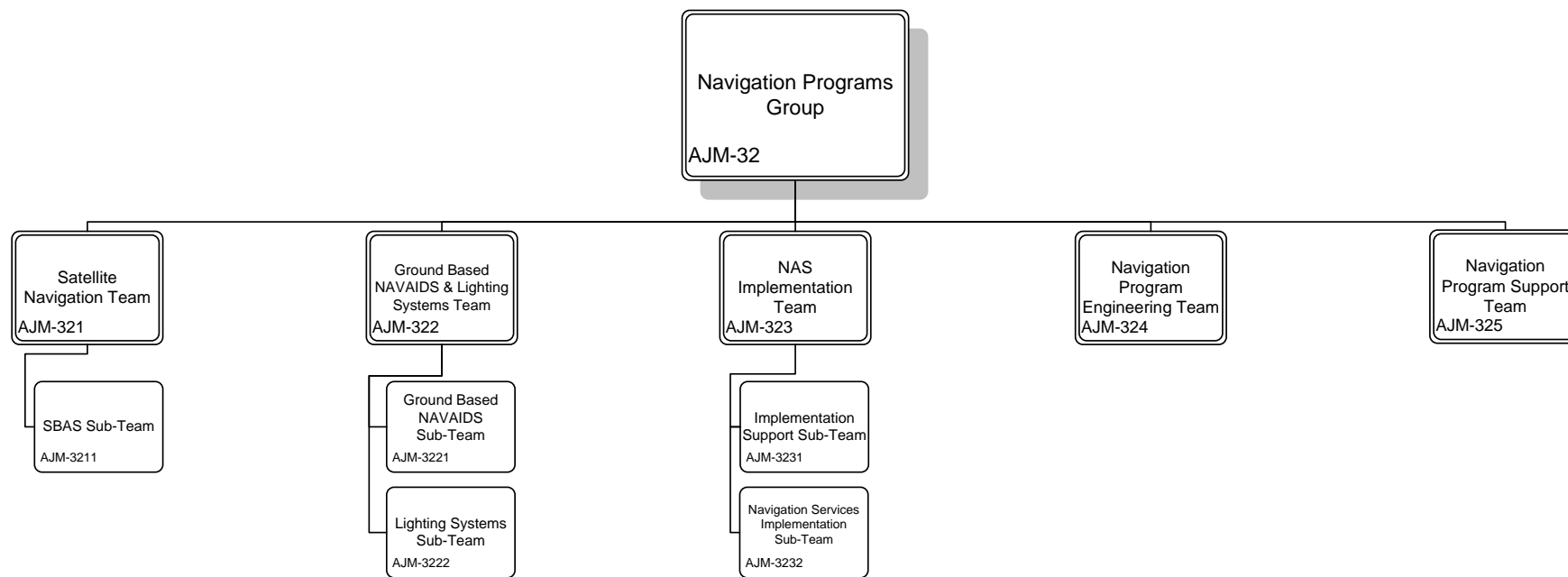






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Chapter 9. Management Services

1. Mission. The mission of the Vice President of Management Services is to provide management services for executing and integrating plans, programs, and activities of the ATO to enable sustained organizational performance.

2. Delegated Authority.

a. Executes the mission of Management Services. Ensures that offices establish goals, budgets, and priorities. Allocates and manages resources to meet ATO performance targets.

b. Develops strategic plans, policies, and objectives for human capital management, professional training and workforce development consistent with agency policy.

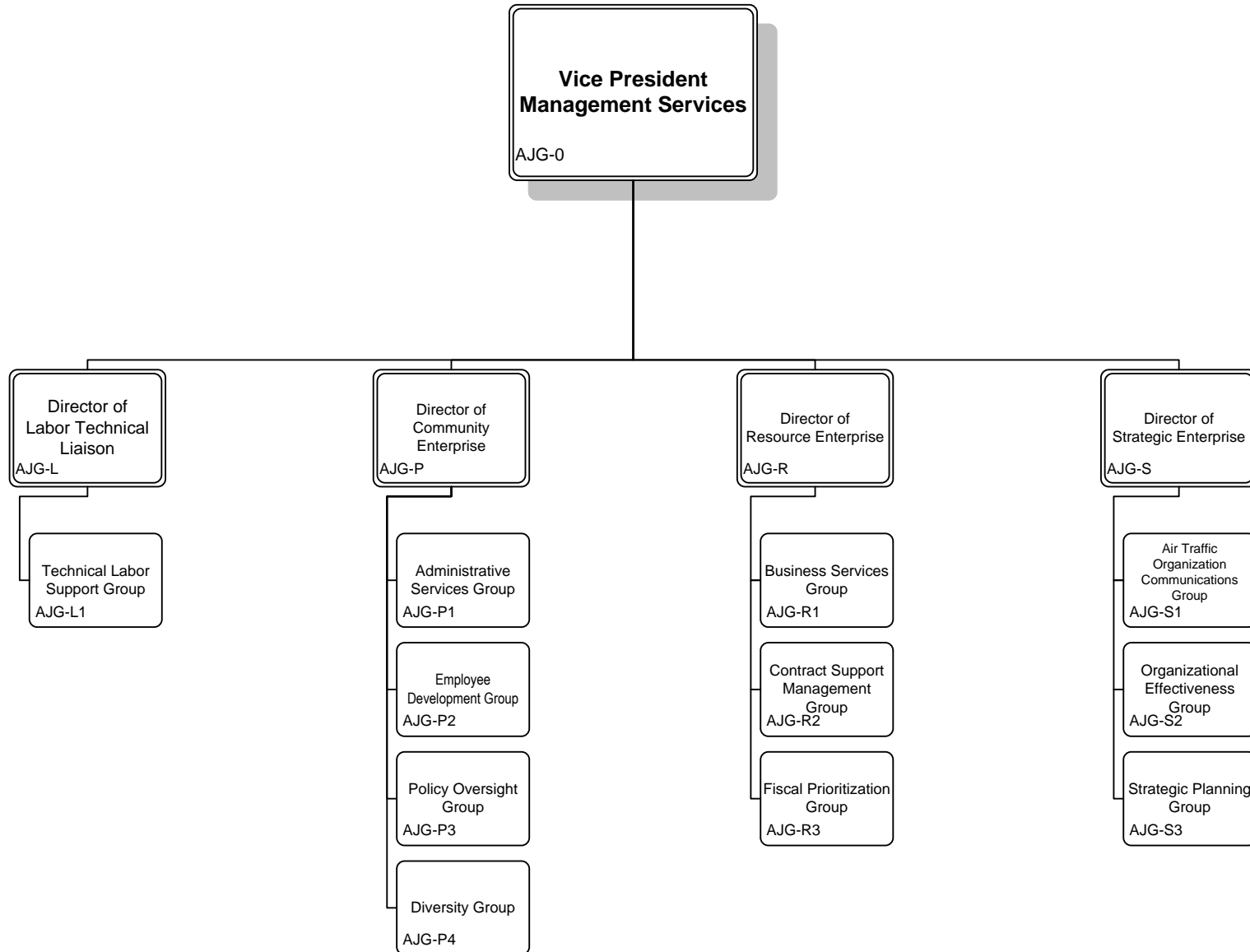
c. Ensures consolidation of ATO corporate metrics. Models and analyzes performance metrics and oversees ATO performance reporting system(s).

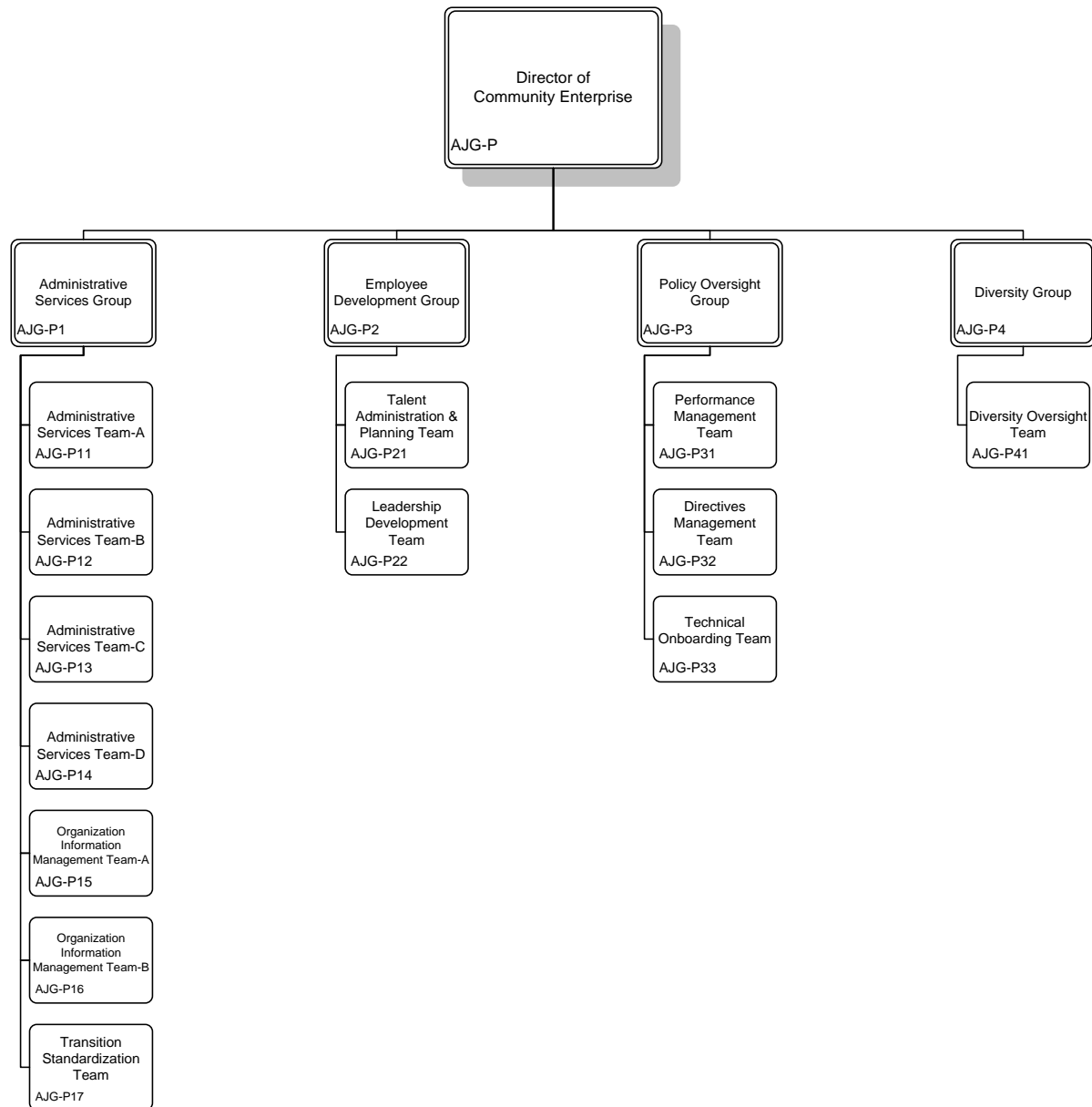
d. Collects business plan and program data from service units. Reports on progress and performance of corporate goals and strategic initiatives. Develops and reports on performance of service agreements with FAA LOBs.

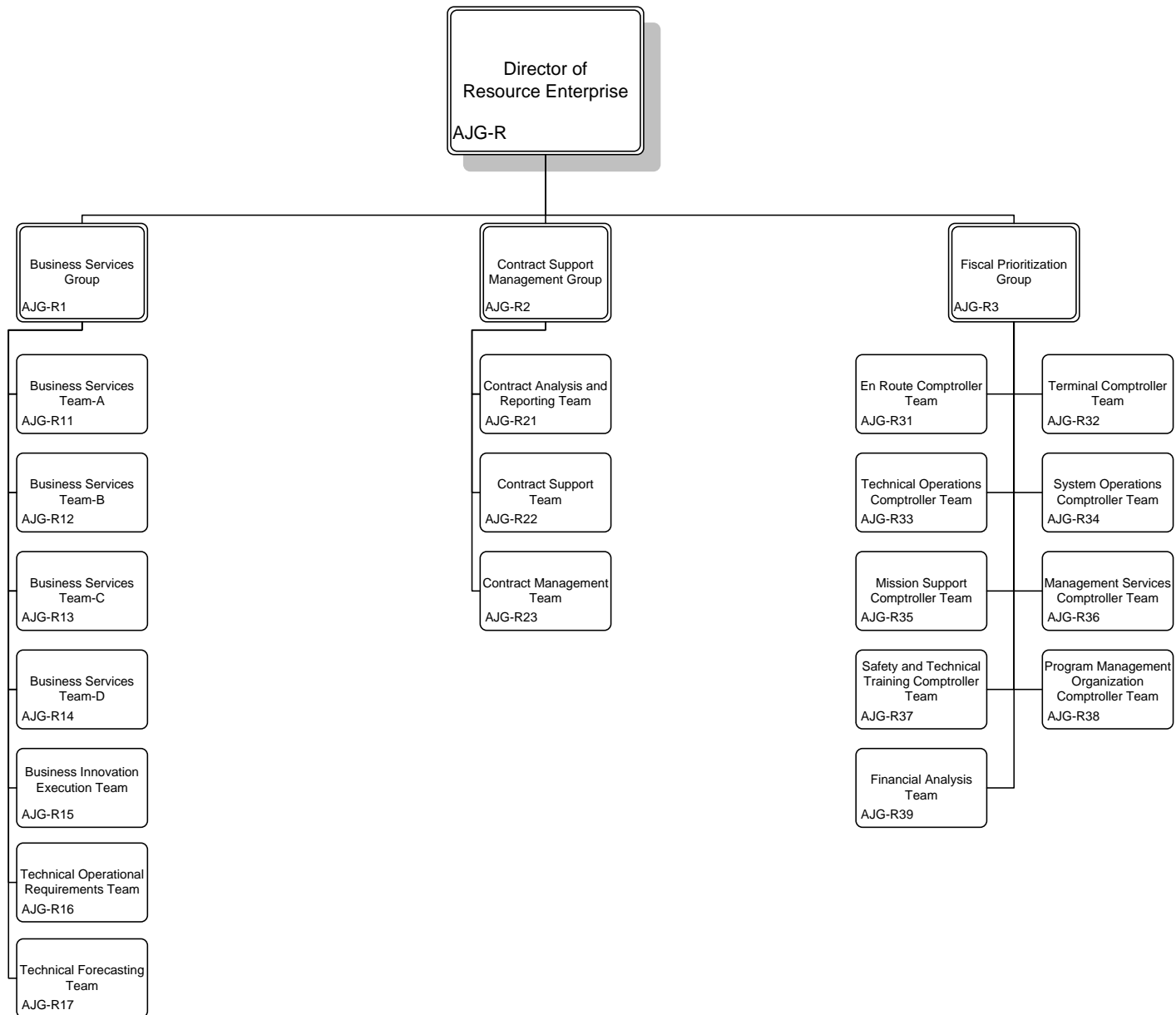
e. In collaboration with other service units, establishes and maintains documented policies and procedures for the administration of the ATO. These include organizational standards for structure, nomenclature, positions, directives, records management, correspondence, and coordination.

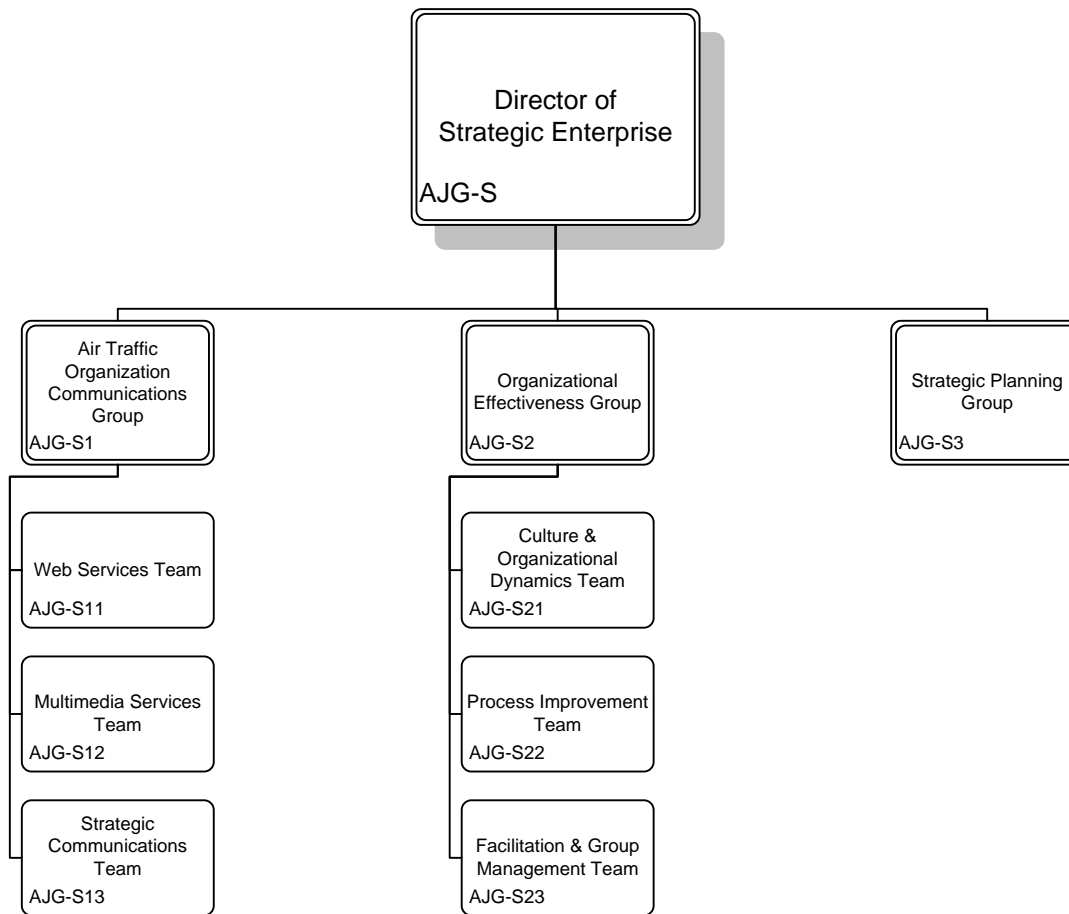
f. Analyzes and reports on ATO organizational status such as staffing, series, grades, and supervisory ratios. Ensures that classification of ATO positions is standard among all service units.

g. In collaboration with AHR, ensures ATO position management classification activities meet FAA standards and requirements.

3. ATO Organization Chart.







Chapter 10. Information Technology Office

1. Mission. The Information Technology (IT) Office is a customer-focused enabler of business that provides quality national IT services. Our services are innovative, integrated, secure, timely, and valuable.

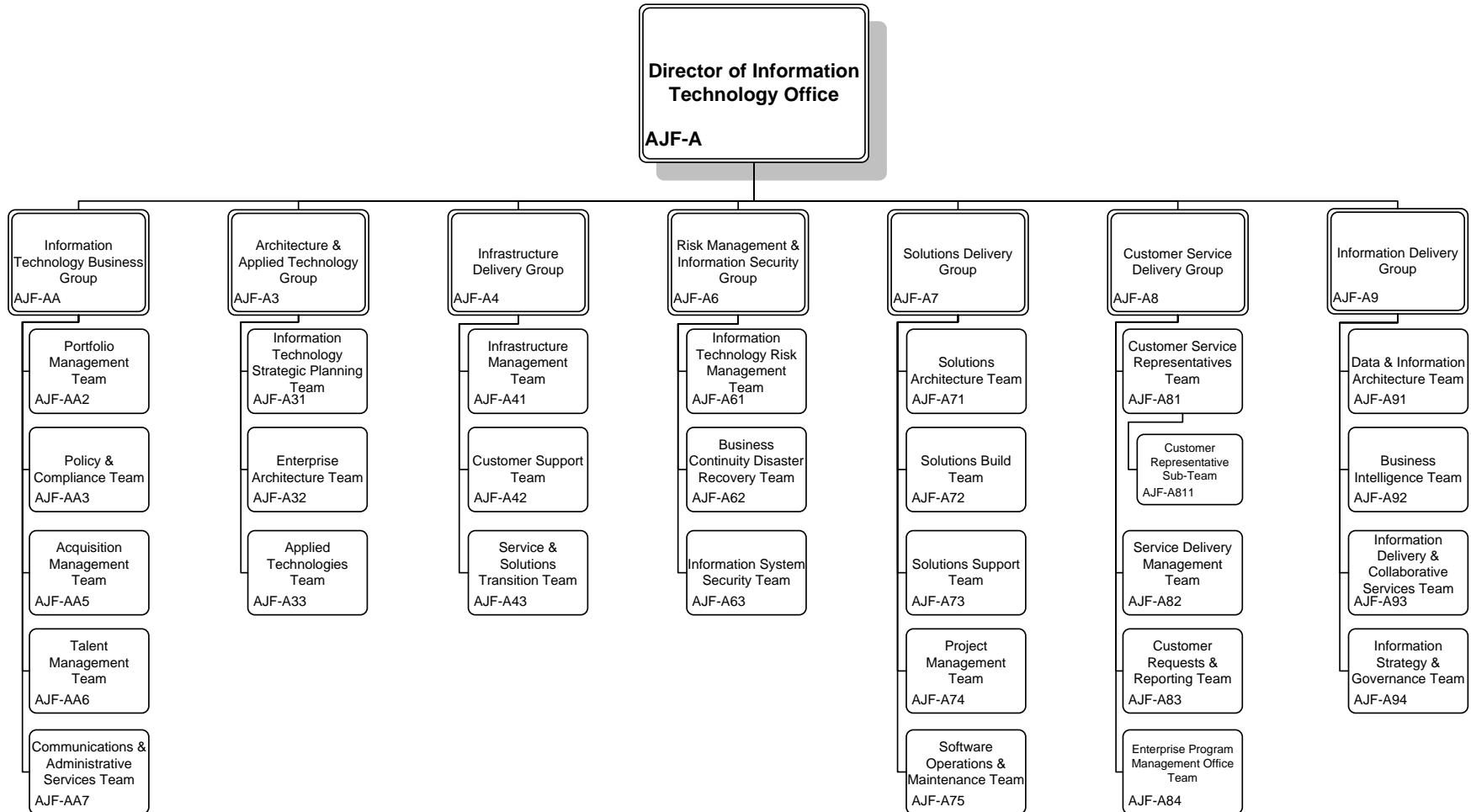
2. Delegated Authority.

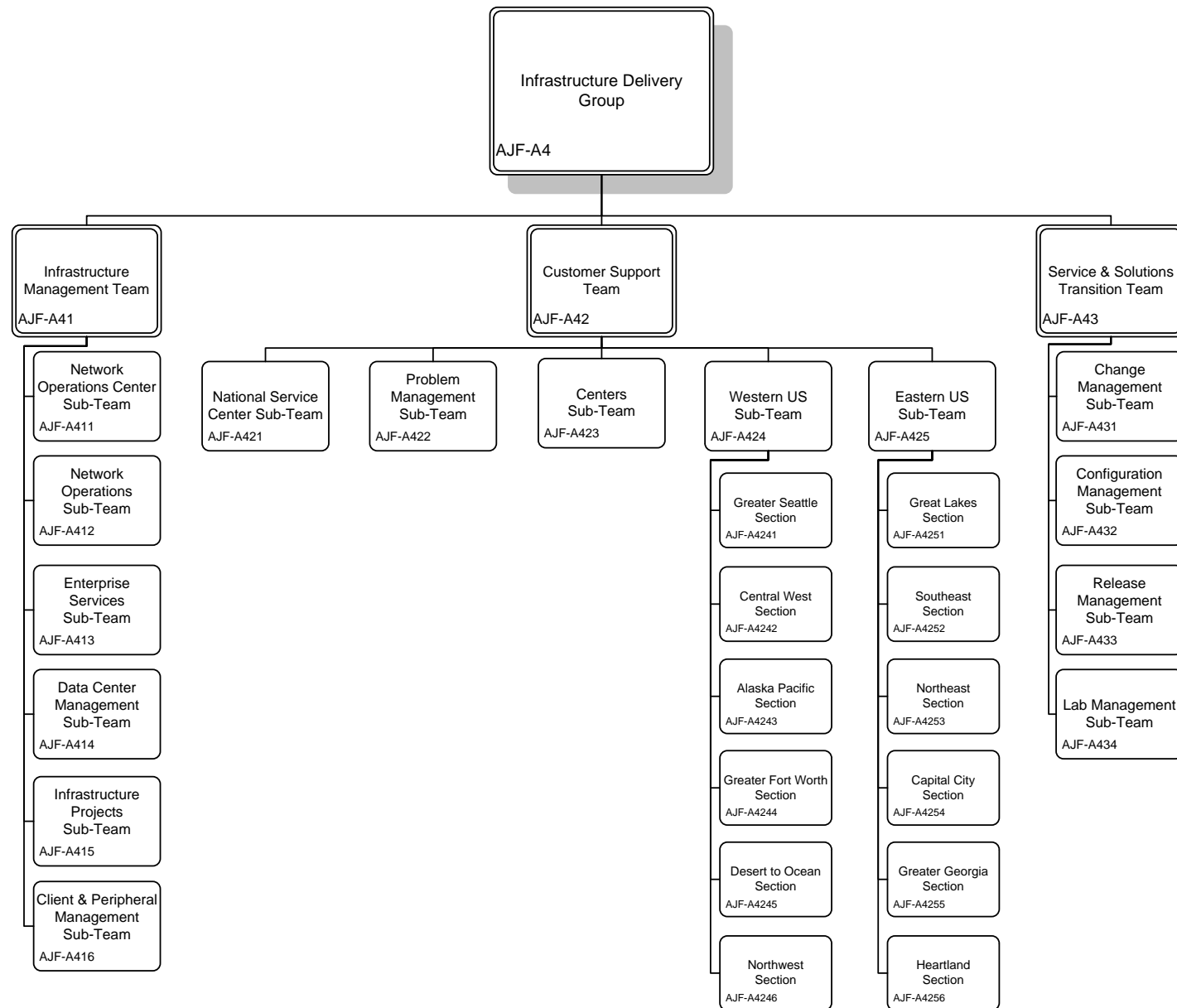
- a.** Establish and maintain secure, efficient, and cost effective information technology applications and services.
- b.** Apply business best practices to support FAA and ATO operations.
- c.** Provide information technology (IT) risk management and information assurance security services to ATO systems to mitigate ATO security threats, vulnerabilities, and risks in a cost beneficial manner.
- d.** Support ATO real-time security incident decision making.
- e.** Develop, deploy, and manage business and technical systems to align IT services with FAA business goals.
- f.** Implement and enforce federal, DOT, FAA, and ATO standards and processes to maximize IT delivery excellence and cost efficiencies.

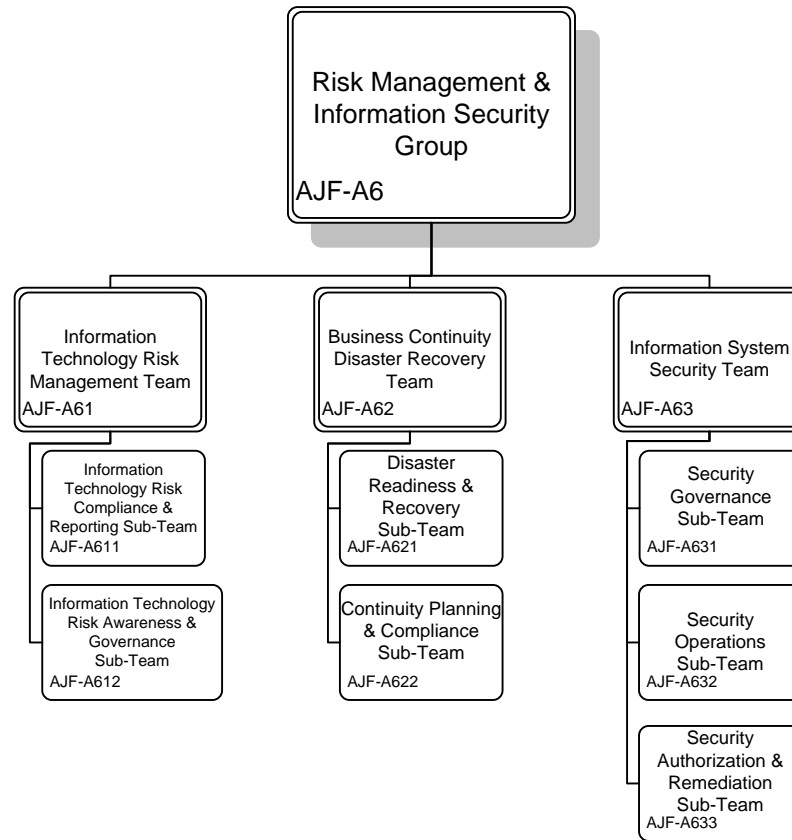
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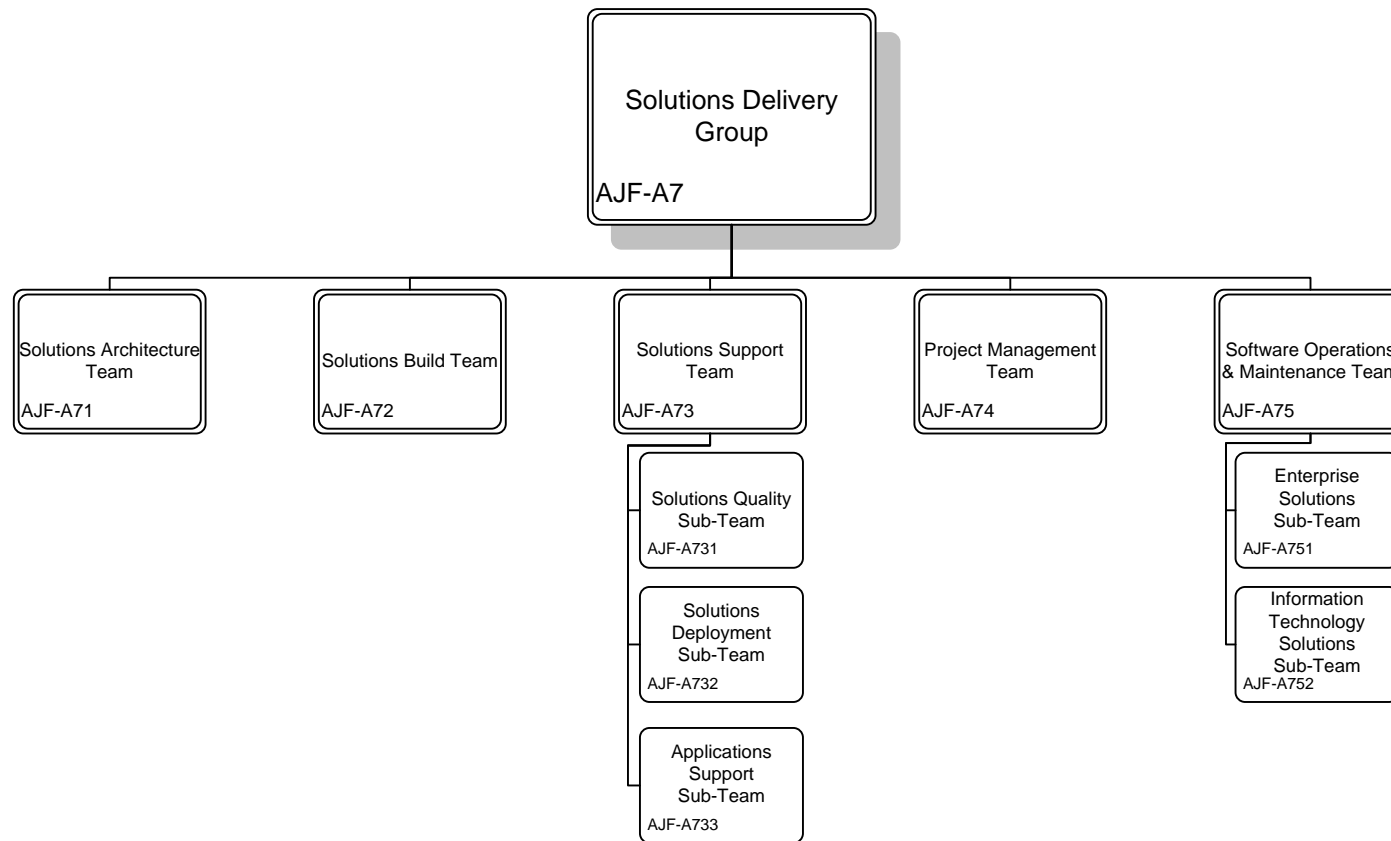
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3. ATO Organization Chart.









Chapter 11. Joint Program Development Office

1. Mission. The JPDO is an interagency office that coordinates and facilitates the work of FAA and its partner organizations as they work to make the Next Generation Air Transportation System (NextGen), a reality.

2. Partner Relationships. Partnerships are not only beneficial, but also necessary to streamline processes and help us operate efficiently and safely. FAA's partner agencies include the Department of Homeland Security (DHS), the Department of Defense (DOD), the Department of Commerce (DOC), the National Aeronautics and Space Administration (NASA), the Department of Transportation (DOT), and the White House Office of Science and Technology Policy (OSTP).

3. Director, Joint Planning and Development Office (JPDO) is responsible to:

- a.** Execute the mission of NextGen and Operations Planning; establish goals, strategies, budgets, and priorities; allocate and manage resources, meet performance targets, and supply services to meet the Office's requirements.
- b.** Maintain the multi-agency NextGen enterprise vision.
- c.** Ensure alignment between partner government agencies and other stakeholders that contribute to the multi-agency NextGen effort.
- d.** Facilitate multi-agency transfers of technology from research programs to federal agencies with operational responsibilities and to the private sector to optimize safety, capacity, security, and reduce negative environmental impacts.
- e.** Ensure alignment of federal agency aviation-related environmental and safety programs; make recommendations to stakeholders for reducing exposure of noise and emissions pollution and reduction of fuel consumption.
- f.** Ensure effective and directed programs that result in relevant research through coordination of aviation and aeronautics research across NextGen partner agencies.
- g.** Lead interagency planning and coordination for multi-agency NextGen integrated plans.
- h.** Prepare progress reports to U.S. Congress on JPDO products.
- i.** Manage interagency policy and strategies for NextGen network-centric information sharing. Coordinate investment and development of network-enhancing capabilities.
- j.** Manage high-level interagency initiatives that require collaboration and extensive analysis. Facilitate resolution of strategic policy issues.

k. Prepare an annual report for the Administrator to transmit to the Committee on Commerce, Science, and Transportation in the Senate; and the Committee on Transportation Infrastructure and the Committee on Science in the House of Representatives.

4. Delegated Authority.

a. Continue to accommodate requirements of partner agencies as we move toward getting NextGen online. These partnerships are crucial and JPDO is the hub at the center of these relationships.

b. Become an invaluable source of information and institutional knowledge.

c. Develop the Integrated Work Plan (IWP). The IWP represents the work all of the JPDO partner agencies must do to deliver NextGen. A major focus of the JPDO is to influence the partner agencies to develop plans similar to FAA's OEP Plan – now known as the NextGen Implementation Plan – with budgets to support those plans. The OEP is the FAA's detailed piece of the Integrated Work Plan. It covers our plans for delivering NextGen over the next ten years. We will implement and budget to this plan.

d. Maintain the vision of the future. The JPDO must continue to focus on research and development for the long term – beyond 10 years and ultimately beyond 2025 – as partner agencies implement their ten-year plans.

e. Oversee research and development activities related to NextGen.

f. Create and carry out a transition plan for implementation of NextGen.

g. Coordinate aviation and aeronautics research programs to achieve the goal of more effective and directed programs that will result in applicable research.

h. Coordinate goals, priorities, and research activities (within the federal government) with United States aviation and aeronautical firms.

i. Coordinate the development and utilization of new technologies to ensure that when available, they may be used to their fullest potential in aircraft and in the air traffic control system.

j. Facilitate the transfer of technology from research programs such as the NASA program and the Department of Defense Advanced Research Projects Agency program to federal agencies with operational responsibilities, and to the private sector.

k. Review activities related to noise, emissions, fuel consumption, and safety conducted by federal agencies, including the FAA, NASA, DOC, and DOD.

04/05/12

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5. ATO Organization Chart.

